

IT resources/S22





Accounts & Help Desk



There are three types of accounts you will be given by the university to access different services:

+ GWID + NetID + Columbian Cloud

... What are they?



Your **GWID** is what you use for really sensitive stuff with the university, usually regarding employment. Your GWID is one of the first things you get at GW. It's created by the Division of Information Technology (GW IT). Your GWID looks like this:

G12345678 (A letter 'G" followed by 8 numbers.)



If you've forgotten your GWID, you can retrieve it here:

https://my.gwu.edu/mod/gwid/index.cfm



Your **NetID** is what you use to access your GW gmail, Blackboard, Adobe, and other services using single sign on. Your Net ID is your GW email address without the @gwu.edu part. You can claim your NetID or reset your password here:

https://identity.gwu.edu/claim/



Your **Columbian Cloud** account is used to log into computers in the labs in Columbian College (which includes the Corcoran.) You should have already received an email with information about setting up your Columbian Cloud account. If you need to reset your password, go here:

https://password.ccas.gwu.edu/PMUser/



For problems with GWID, NetID, or Columbian Cloud accouts, as well as network problems, dead computers in labs, etc., contact the IT Support Center (ITSC):

Phone: 202-994-GWIT (4948) ithelp@gwu.edu



🗎 it.gwu.edu

Information G٧ Technology



Chat with Martha Get Started with GW Inform

Download Software







Request for

Quantity

Bernard Huckenpahler

Please use this form to submit an issue you are experiencing with a current service from GW IT, such as phone not working, undelivered mail, delays and computer-related issues.

Please be as detailed as possible. Include all relevant information, such as your location and contact information. Indicate how the issue began and whether or not it is recurring.

For email related issues, such as delayed or undelivered mail, please include the original message sent by the sender as text and not as a screen shot. The IT Support Center will need the message header information, explained here

What type of issue are you having? (required)

- I could do something before and now can't or something is broken
- I want something new or updated

If you would like IT Support on a large project or initiative, please go to https://go.gwu.edu/itprojectreq

Please provide description of the problem (required)

Would you like to include an attachment (not all interfaces support this)

Submit request

Save and close

That form (should) be routed to the right person to solve the problem.

If you think your request has gotten lost in limbo, let James H. know, and he'll do his best to expedite to the right person/team: sprtwst@gwu.edu



Home
Services
Support

 Support

 Submit a Request

 ithelp@gwu.edu

 Digital Workplace

 Customer Portal

 Knowledge Base

 Y:0 AM - 10:00 PM

If you are experiencing issues with classroom technology while class is in session, call 202-994-7900 for support.

NOTE: Due to the COV support you remotely. I visit Digital Workplace,

Full array of resources listed at: https://it.gwu.edu/support

Remote Assistance

Remote assistance (for Mac and for PC) allows GW Information Technology support analysts to access your computer to provide technical assistance

Resources for | GW Status | Security | About 🤍





Walk-up help desk support in Flagg B128 from 10am–4pm, Monday–Friday. GWIT plans to staff more hours as student workers get hired.



Connecting to the network on- & off-campus.



How can I get a secure wireless connection on my laptop when I am on campus? Select the GWireless network...

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Use your NetID (without @gwu.edu) to log in.

Verify Certificate



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Authenticating to network "GWireless"

Before authenticating to server "gwise.it.gwu.edu", you should examine the server's certificate to ensure that it is appropriate for this network.

To view the certificate, click 'Show Certificate'.

Show Certificate

Click 'continue' and you are set.



If you are off-campus and need to access more secure systems, you'll need to connect to the VPN (virtual private network)...





For more info, and free VPN software, go to:

https://it.gwu.edu/what-virtualprivate-network

- · Protects your data. Passwords alone aren't good enough anymore when it comes to protecting your personal information, and our systems and networks. Two-step authentication and Virtual Private Networks (VPNs) helps protect your information with more than a password.
- Provides an additional layer of security and privacy when traveling. It's hard to know whether a Wi-Fi network is trustworthy, so make sure you always use a VPN when connecting mobile devices or laptops in hotels, airports, or coffee shops.

Download Cisco AnyConnect VPN Client



Academic Center 801 22nd Street, NW B101 Washington, DC 20052

Phone: 202-994-GWIT (4948) ithelp@gwu.edu





Software Downloads

Welcome Bernard Huckenpahler. Select a category or follow the appropriate "Download" links below to obtain software.

Category: Cisco VPN (Off-Campus Access) ✔ Search

Cisco VPN (Off-Campus Access)

Cisco AnyConnect 4.9.06037 for Mac OSX

Download CiscoAnyConnect-4.9.06037-Mac.dmg (42.24 MB) (File will begin downloading in a few seconds)

Cisco AnyConnect 4.9.06037 for macOS 10.13 and Higher, includes the GWVPN profile by default. macOS Big Sur (11.0) compatible and includes bug fixes specifically for macOS.

Cisco AnyConnect 4.9.06037 for Linux

Download anyconnect-linux64-4.9.06037-predeploy-k9.tar.gz (26.18 MB) (File will begin downloading in a few seconds)

Cisco AnyConnect 4.8.02045 for Windows

Download CiscoAnyConnect-4.8.02045-Win.exe (22 MB) (File will begin downloading in a few seconds)

Cisco AnyConnect 4.8.02045 for Windows 7 and Higher, includes the GWVPN profile by default.

Download the version of the software for your OS.





•••	AnyConnect Securit Mobility Cherry	
	VPN: Ready to connect. go.vpn.gwu.edu	Сс
	go.vpn.gwu.edu	

In AnyConnect, underneath the 'Ready to Connect' message in the white space, type https://go.vpn. gwu.edu/ and click on Connect



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 Please enter your NetID and Password GW students, faculty, and staff can access this service by using their GW NetIDs (the part of the e-modified bit is the modeles @gwu.edu) and correct using passwords. NetID: sprtwst Password: © 2014, The George Washington University 2.11 Eve St, NW; Washington, DC 20052. Phone: 202-994 - 015 (4948) Site Maintained by Division of 11 					
		Cance	el OK		

Use your NetID (GW email address WITHOUT @gwu.edu) and the associate password to log in.

Now you can access the portal from anywhere!

If connected successfully you'll see a brief message and the AnyConnect bar will hide away and you'll see the Cisco AnyConnect icon in your Windows task bar or Mac menu bar.

Next time you launch and connect to Cisco AnyConnect, the https://go.vpn. gwu.edu/ will be replaced by GWVPN which you can select to reconnect.

Adobe & Other Apps



Important: when using Adobe apps IN THE LABS, for each work session, you will need to:

- 1. Log into the lab computer with your Columbian Cloud account (the generic login will not give you access to CC.)
- 2. Launch any Adobe app; a login dialog will appear.
- 3. In the "User" field type your full NetID (user@gwu.edu) and hit "return" (no password needed here.)
- 4. You will be redirected to a GW single sign-in screen.
- 5. Use your NetID and password.



How do I get **Creative Cloud and other Iab software** for my personal computer? The university provides licenses for Adobe Creative Cloud to faculty and students. Other apps (like Autodesk) offer educational licenses for faculty and enrolled students.



Common lab software, and where to get educational copies...

	Software in CSAD labs	Where can I get an EDU license?
General	Adobe Creative Cloud	http://go.gwu.edu/adobe
	MS Office	https://it.gwu.edu/microsoft-office-365-free-gw-commu
CAD/BIM	Autodesk AutoCAD	https://www.autodesk.com/education/free-software/fea
	Enscape (plug-in)	https://enscape3d.com/educational-license/
	Rhino	not free; student version = \$195; https://www.rhino3d.co
	VRay (plug-in)	not free, student bundle = \$149/year; https://store.chaos year-term-vray-edu-collection
	SketchUp	not free; student version = \$55/year; https://www.sketch higher-education
	Revit	https://www.autodesk.com/education/free-software/fea
	Fusion 360	https://www.autodesk.com/education/free-software/fea
Photo	PhotoMechanic	not free: students can purchase a full license for \$59, and their edu address, and they'll send back a coupon code
Access cloud drives and virtual apps	Citrix	http://citrix.com/receiver - once installed, CCAS services

unity-0

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om/sales/north-america/United_States

sgroup.com/educational/product/1-

hup.com/plans-and-pricing-promo#for-

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nd to do that, they can just email from e for the discount.

s are here: apps.ccas.gwu.edu



A Adobe

All Products

To get Creative Cloud, go to https://www. adobe.com/products/catalog.html and CATEGORIES click on Sign In... **Creativity and Design** I COLIVE CIOUO ALLAP **PDF and E-signatures** Get 20+ creative apps including Photoshop, Illustrator, Marketing and Commerce InDesign, Premiere Pro, and Acrobat Pro. Learn more Additional Solutions See what's included | Learn more Desktop Start free trial Buy now

Mobile

Web

TYPES

All

RESOURCES

Special Offers



Sign In

Edit, composite, and create beautiful images, graphics, and

Buy now

Start free trial

Design and publish elegant layouts for print and digital.

> Start free trial Buy now

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Type in your NetID with @gwu.edu and hit 'Continue.'

Adobe

Sign in or create an account

Sign in

New user? Create an account

Email address NetID@gwu.edu

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THE GEORGE WASHINGTON UNIVERSITY WASHINGTON, DC

Welcome to the single sign-on service for the GW community.

Login with your GW email address and password.



Next

GW community members can access this service using your GW email address (NetID@gwu.edu) and corresponding password. Questions? Contact the IT Support Center at 202-994-4948 or ithelp@gwu.edu. Visit https://identity.gwu.edu to reset your password.



Sign-in options

Continue with the GW





All Q Search all products 102 results **Creative Cloud All Apps** ٢ï **Acrobat Pro** Get 20+ creative apps including Photoshop, Illustrator, The complete PDF solution for today's multi-device world. InDesign, Premiere Pro, and Acrobat Pro. Learn more See what's included | Learn more Download Download Once you're logged in, Ļ **Premiere Pro** download and install Industry-standard pro video and film editing. Learn more Creative Cloud. Download Download



After you have downloaded and installed, it will appear in the menu bar of your desktop.









And again, type in your NetID with @gwu.edu and continue with the single sign on.

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APPS	All apps	🖵 Desktop 📋 Mobile 🔲 Web			
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/ Illustration					
🖵 UI and UX					
3D and AR	Installed				
🕸 Social media					
Acrobat and PDF	Ps Photoshop	 Up to date 			

Now the Desktop app is connected with your account info, you can use it to download all of the apps, and you won't need to keep signing in.


Lynda training has been has been upgraded to LinkedIn Learning but it is still free for faculty and students. Go to this address: https://it.gwu.edu/LILTransition

From there you will be re-directed to LinkedIn Learning...



Home > Your Lynda.com account has been upgraded to LinkedIn Learning



Submit a Ticket

Your Lynda.com account has been upgraded to LinkedIn Learning

Your Lynda.com account has been upgraded to LinkedIn Learning to help fuel your lifetime of learning and professional development. Log in to LinkedIn Learning to explore.

... and click here:

Log in to Linked in Learning

Resources for \mid GW Status \mid Security \mid About \square





Sign In



Sign in with your library card

New to LinkedIn? Join now

Use your NetID to log in, and complete the single sign on if asked.





Get Help

In addition to Google Drive (associated with your GW mail), the university offers GW Box for online cloud storage and collaboration. It's free and offers unlimited storage space. To access it, go to:

https://gwu.app.box.com/





Click here:

Part of The George Washington University?

The George Washington University uses your network credentials to login to Box. Continue to login to Box through your network.

Continue

If you are not a part of The George Washington University, continue to log in with your Box.com account.

Not a part of The George Washington University



THE GEORGE WASHINGTON UNIVERSITY

WASHINGTON, DC

Sign in

GW

Enter your GW Email (NetID@gwu.edu)

ss your account?

Continue with the single sign on if asked.

rs can access this service dress (NetID@gwu.edu) and d. Questions? Contact the IT

Next

Login with your GW email address and password. Support Center at 202-994-4948 or ithelp@gwu.edu. Visit https://identity.gwu.edu to reset your password.



Sign-in options

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All Files

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is here for ess		(Resource) GW IT-	Classroom Data		Aug	17, 2021 by Calaway Childr	ess
		Art-Theater Healtl	h and Safety Class Material	s	Aug	27, 2019 by Siobhan Rigg	

Voila, you're in.

<u></u>	Corcoran Techs - Studio Info	0	Yesterday by James Huckenpahler
**	Do-Not-Touch		Jun 20, 2020 by Maywadee Viriyapah
	Emmett-Frisbee		Jan 6, 2021 by James Huckenpahler
	FACTORY	0	Nov 23, 2020 by James Huckenpahler
	HospitalEntranceScreen	0	May 16, 2020 by David Lee
**	Interviews		Oct 2, 2019 by James Huckenpahler
	LOGS		Sep 29, 2020 by James Huckenpahler

03

Jan 13, 2021 by Paul Reuther

Feb 22, 2021 by David Giacalone



r-1.JPG	• Smith Floorpl	ans	
Size		::: >	Collaborate in real-time
14,332	2 Files		Use Box Notes to keep your team in sync during meetings.
44 File	es.		Try Box Notes
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Print jobs can be sent from the lab computers and personal laptops to the **Canon copiers** in Smith Hall (101) and the Flagg building (B103, B136, 127, 157, and on the landing outside of 219.)



Your Gworld card should work within 24 hours of your account being acitivated. You can also key in your cloud acount on the touch pad. If you still need help, the closest help desks are Flagg B128, and Rome 354.







GW Home

OFFICE OF **TECHNOLOGY SERVICES** COLUMBIAN COLLEGE OF ARTS AND SCIENCES **PROJECTS & INITIATIVES** HOME PEOPLE **CLASSROOMS & LABS** SERVICES SUPPORT ABOUT

You are here: Home / Projects & Initiatives / CCAS Print Management Project

CCAS Print Management Project COLUMBIAN COLLEGE PRIVATE CLOUD Overview HIGH PERFORMANCE COMPUTING COLUMBIAN COLLEGE WEB Implemented in Fall 2016, the CCAS Print Management project standardized a college-wide lease of new Canon copiers along with a print management tool to provide added convenience for CCAS Departments. This new centralized copier replacement program **CCAS PRINT MANAGEMENT** PROJECT replaced the current operating model where departments work directly with copier vendors (Xerox, Canon, or Ricoh) to enter into lease agreements and meet with sales representatives. Instead, CCAS is leveraging its size to achieve economies of scale, FACULTY WORKSTATION INITIATIVE providing new high-end copier options to departments at less than their current cost. In addition to new copier hardware, CCAS also 2018 implemented PaperCut print management tool. This allows users to print from their personal and university-owned Windows, Linux,

Instructions for accessing the copiers are on this page: https://ots.columbian.gwu.edu/ccas-print-management-project

Make a Difference

Canon imageRunner Advance C5560i (B&W & Color) - 60 pages per minute

Canon imageRunner Advance 6575 (B&W Copier) - 75 pages per minute



Releasing a print job at a Canon Device:

Scroll down for links to info on printing from lab computers as well as installing the driver for your personal latop.

Mac OS and OS X Documentation

- CCAS Printing: Installing the Follow Me Print Queue on Mac OS https://gwucolumbian.service- now.com/kb view customer.do?sysparm article=KB0010047
- CCAS Printing: Printing to a Follow Me Print Queue on Mac OS <u>https://gwucolumbian.service-</u> now.com/kb view customer.do?sysparm article=KB0010046

Windows 7 and Windows 10 Documentation:

 CCAS Printing: Installing the Follow Me Print Queue on Windows (Shared GW Computers or Personally Owned) - https://gwucolumbian.service-now.com/kb_view_customer.do?sysparm_article=KB0010051

Linux Documentation:

CCAS Printing: Installing the Follow Me Print Queue on Linux - https://gwucolumbian.service-now.com/kb view customer.do? . sysparm article=KB0010048

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All custom paper must be loaded in the multipurpose tray on the side.



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The copiers are set to '2-sided Printing' by default, but you can change to single-sided in the 'Finishing' settings.



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	Cancel

and password.

Once you hit 'Print' you'll be asked for your cloud username



Print Me.	Microsoft Word - Document1	
PDF	Hold for Authentication	

Make sure you job leaves the print queue before going to the printer.

If it is on 'Hold for Authentication,' click the arrow button to re-enter your cloud username and password.



After you've sent your job to the print queue, simply tap your GW ID card at the nearest copier to release the job.



Service Bureau



Need large format ink-jet prints? Laser cutting or engraving? and 3D prints? Jobs may be submitted to the service bureau: use the **PaperCut portal:**

https://go.gwu.edu/CSADservice





Note: if you on a campus network, that link will take you directly to the portal; if you are not on campus, you'll need to connect to the campus network using VPN software.







Order	Title	Product	Cost Last activity	
#0008	print stuff	Large Format Printing	September 28, 2021 10:32 AM	



#0008	print stuff	Large Format Printing		September 28, 2021 10:32 AM	Cance
Order	Títle	Product	Cost	Last activity	Status

elled



3D print

Use Makerbot Print software to prepare your file. Arrange, size and apply print settings to your .STL file(s) on the build plate. Then go to "File > Save Project As..." and upload the saved .PRINT file via the submission form. Your model will be printed on random colors or natural(unpigmented filament) PLA.

Start Order

Tips can be found on our GitHub Wiki

V

Email: <u>corcorantechs@gwu.edu</u>

Turn Around: We will do our best to get work back to you within 24 hours. Please allow for extra time during busy periods (e.g. mid and end term projects). Look at announcements for other delays.

Laser Template: When prepping a file for laser cutting, please use the <u>template</u>. **Tips**: For general How-To's and other tips, visit our <u>GitHub</u>.



My Orders

Order	Title	Product	Cost Last activi	Y

Status

Note: different products have different options in the order forms. The following slides show what to look out for:





PaperCut MF	CSAD FAB LAB Location: Flagg B148 Pick-up: Outside of Flagg B14	New Large Format Printing		There n / be some hit
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Location: Flagg B148 Pick-up: Outside of Flagg B148 Hours: 9AM-6PM Email: corcorantechs@gwu.edu Turn Around: We will do our best to p Please allow for extra time during bu Look at announcements for other de Laser Template: When prepping a fil Tips: For general How-To's and other

Choose Product 3D print

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I understand that each file should only contain one page.

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Huckenpahler, I

s, use the <u>Makerbot</u> o prepare your file. d apply print settings s) on the build plate; > Save Project As..." saved .PRINT file For Desktop Milling jobs, save your file as a .STP/.STEP if you can, or .STL if needed. View the documentation for the modeling program you are using if you're unsure of your app's export settings.

Title

l aser Template	When prepping	Pages	💊 0 💰
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Email: corcorantechs@gwu.edu
Turn Around: We will do our best to
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Hallway pickup outside of Flagg B148

Additional instructions

3D print

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Look at announcements for other de Laser Template: When prepping a fil Tips: For general How-To's and other

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print stuff

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Delivery option	Pickup
Hallway pickup outside of Flagg B148	
Additional instructions	
	Hit submit!
	Cane L Subr
Large Format Printing	September 28, 2021 - 32 A





Your Corcoran Fab Lab order has been submitted. >> Inbox ×

no-reply@papercut.gwu.edu

to sprtwst 💌

PaperCutMF

Hi, there!

Your Large Format Printing order with the Corcoran Fab Lab has been submitted. We will do our best to get it back to you within 24 hours. Please allow extra time around busy periods such as mid and end of semester projects.

View Order

a little like this...

← Reply





You'll receive an email that looks

Your Corcoran Fab Lab order has been completed. D Inbox ×

no-reply@papercut.gwu.edu to sprtwst 💌

PaperCutMF

Hi, there!

Your Large Format Printing order with the Corcoran Fab Lab has been completed. It is available for pickup in the hallway outside B148.

View Order

... and once the job is done, you'll get an email that looks a little like this. After you get this email...

← Reply

→ Forward



Flagg B148!

MAKER SPACE

Shelves with finished jobs.



Large-format print submission guidelines:

We accept print files with output sizes larger than 11" x 17" up to 44" wide x 10' long on Epson Enhanced Matte paper. We run the jobs as-is: make sure your document is set up to the desired output size. Files 11" x 17" or smaller will be rejected (they can be printed on color copiers.)

We do not print full-bleeds; ensure 1/4" margin on your art. (If you submit an 18" x 24" job with a full bleed we will scale it down slightly to run on a 24" wide roll.)

We do not trim finished prints; you'll need to trim finished prints in your studio. You may want to add a bounding box or trim marks. Files should either be submitted as flattened .PSD, .JPG or as .PDF. This will ensure that fonts and embedded images print properly. Most apps will "Save as..." or "Export" as PDF files. When saving from Creative Cloud apps, set the Adobe PDF Preset to "High Quality Print" If you are submitting a .PSD or .JPG, make sure the image resolution is at least 180ppi.

We do not accept multipage documents; each print should be submitted as a seperate file; for example, if you have multiple boards in a multipage InDesign file, each page should be submitted as a seperate job.



Laser cuting and engraving submission guidelines:

Use the <u>Illustrator template</u> for preparing your file, then save as .PDF and upload your finished work via the submission form. The template is set up in the correct color mode and has the correct color swatches built in: the laser is very picky and requires RGB colors. Artboards set to the CMYK color space will output the wrong colors, even if you manually choose the correct RGB values.

Be sure to indicate which material you wish to cut/engrave.

If there is type/text in your artwork, convert the type to outlines, to ensure the correct font.

3D printing submission guidelines:

Use the Makerbot Print software to prepare your file. Arrange, size and apply print settings to your .STL file(s) on the build plate; Then go to "File > Save Project As..." and upload the saved .PRINT file via the submission form.

Desktop milling submission guidelines:

Go to our GitHub site to view some important parameters. Save your file as a .STP/.STEP if you can, or .STL if needed. View the documentation for the modeling program you are using if you don't know how. You will need to provide the material to be machined. We recommend providing extra in case any testing needs to be performed or there were issues with the file.



Note: we make a best effort to turn around jobs within 24 hours; however, during busy periods there may be delays. Jobs will be run on a first-come, first-served basis.



GENERAL HELP! Phone: 202-994-GWIT (4948) Email: ithelp@gwu.edu Web: it.gwu.edu

CSAD STUDIO HELP! Email: corcorantechs@gwu.edu

