**Step 1: Get Familiar with IT Security at Mason**

Antivirus Software License—Protect your computer from viruses by downloading (for free) the latest version of antivirus software at itservices.gmu.edu/downloads. Set it to update virus definitions daily. Please note: Usage is restricted to current George Mason University faculty, staff, and students.

Copyright Assistance—Avoid copyright violations by understanding the rules located at copyright.gmu.edu.

IT Security Office—The IT Security Office provides computer users with the current tools, information, and guidelines they need to secure their systems. For more information go to itsecurity.gmu.edu.

Responsible Use of Computing—All users of the network must abide by the Responsible Use of Computing Policy found online at universitypolicy.gmu.edu/1301gen.html.

**Reminder:** Never respond to a suspicious e-mail requesting your username, password, or any other personal information. (This is a phishing attack!) The ITU Support Center will never request this information via e-mail. If you have questions or concerns about an e-mail, contact the ITU Support Center at 703-993-8870 or support@gmu.edu.

**Step 2: Activate Your Patriot Pass Account**

To activate your Patriot Pass account, go to strongpassword.gmu.edu. Click the Sign Up! link, then choose the appropriate category to get started. This will guide you through the steps to activate your Mason online accounts, including e-mail.

The ITU Support Center is available to answer questions or assist in activating your account at 703-993-8870, support@gmu.edu, and in Innovation Hall, Room 233. You must bring your Mason ID. Additional information about online accounts is available at strongpassword.gmu.edu.

**Step 3: Set Up Your Telephone and Voice Mail (Unified Communications)**

All of your telephone, cell phone, and voice mail requests should go through your departmental Telecom Coordinator. You can find the contact information for your Telecom Coordinator at telecomadmin.gmu.edu/telecomcoord/list.cfm.

For information on the use of your phone and voice mail, go to telecomadmin.gmu.edu. Click on the Faculty & Staff link, then select either the Mason Phones & User Guides link or the Voice Mail link.

**Step 4: Set Up Your Computer Hardware/Software/Internet**

Computer Installs—Your department’s Telecom Coordinator must place requests for installs. For a listing of Telecom Coordinators, visit telecomadmin.gmu.edu/telecomcoord/list.cfm.

Computer Purchases—Technology Support Services (TSS) recommends and supports several computer systems for general faculty and administrative use. This information is available at itservices.gmu.edu/services/view-service.cfm?customel_dataPageID=4609=6233.

Computer Repairs—Contact the ITU Support Center at 703-993-8870 or support@gmu.edu for assistance.

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Internet Access from Your Office—Most offices have an active Internet jack. If your office does not, or you are unsure how to access the Internet, contact the ITU Support Center at 703-993-8870 or support@gmu.edu for assistance.

Software—Software downloads for faculty, staff, and students are available at itservices.gmu.edu/downloads.

Wireless Network—A majority of Mason’s academic buildings have wireless networks available to faculty, staff, and students. Go to wireless.gmu.edu for details.

**STEP 5: GET FAMILIAR WITH TECHNOLOGY RESOURCES**

Classroom and Lab Technologies (CaLT)—Enhances the learning experience across Mason’s campuses by designing, supporting, and maintaining technology-enabled learning spaces in university classrooms and open computer labs. Information is available at doit.gmu.edu regarding classroom descriptions and technical support, equipment reservations and training, software installation in classrooms, and computer labs. For support call Arlington Classroom Support at 703-993-8226, Fairfax Classroom Support at 703-993-3456, or Prince William Classroom Support at 703-993-8499.

Collaborative Learning Hub (CLUB) (Johnson Center, Room 311)—Supports effective teaching and learning with technology to enhance learning experiences. The CLUB walk-in lab features approximately 10 workstations, including support for digital imaging, video editing, web development, Scantron score machine, scanning, and other software applications. The CLUB offers free workshops, walk-in and prearranged consultations, technology showcases, instruction in the effective use of electronic teaching environments, support for course management tools, and resources for learning about technology use. For information and CLUB hours visit doit.gmu.edu.

Electronic Reserves—Faculty can post electronic copies of course materials for students to easily access both on and off campus. Information is available at furbo.gmu.edu/oscrweb/index.html.

Help with Research—Access information about multiple ways to get help with research by visiting library.gmu.edu/research/licais.html.

myMason—The myMason portal puts the resources used by Mason faculty, staff, and students in one convenient and easy-to-find location. Visit mymason.gmu.edu to access your personalized portal or e-mail mymason@gmu.edu for assistance.

Off-Campus Access—Gain access to the libraries’ restricted electronic resources from off campus at login.mutex.gmu.edu/login. Visit iso.gmu.edu/ezproxy_faq.html for troubleshooting assistance.

Technology Changes that Impact Teaching and Learning—Receive information regarding technology updates that affect teaching and learning as they occur throughout the academic year by visiting itservices.gmu.edu/news/news-item.cfm?customel_dataPageID_9008=9290.

**STEP 6: TAKE TRAINING WORKSHOPS**

IT Training provides the George Mason University community opportunities to develop computing skills in an instructor-led classroom setting. Courses are designed for beginning or more advanced users who wish to acquire or enhance knowledge of current technologies. Information about the Training and Certification office (Johnson Center, Room 311) is available by calling 703-993-3426 or at doit.gmu.edu.