GET FAMILIAR WITH IT RESOURCES

Virtual Computing Lab (VCL)
The VCL remotely delivers software to users, through the Internet, regardless of their physical location or the time of day. To use the VCL, make a reservation with your Mason credentials at www.vcl.gmu.edu.

Equipment Checkout
Audiovisual equipment is available from the Classroom Support Offices on all campuses. A valid Mason ID is required. Additional information is available at itservices.gmu.edu.

Patriot Computers
Patriot Computers provides access to technology products essential for learning and working. Patriot Computers is located on the Fairfax Campus in the Johnson Center, Room 133. Additional information is available at compstore.gmu.edu.

Online Training
Mason in partnership with lynda.com provides unlimited online training without charge to students, faculty, and staff. The online subscription library offers more than 2,000 videos on a broad range of subjects with new courses added weekly. Access the library 24/7 using your Mason NetID and Patriot Pass password at lynda.gmu.edu.

GET FAMILIAR WITH IT RESOURCES

Collaborative Learning Hub (CLUB)
Collaborative spaces and software assistance
• Johnson Center, Room 311
  Fairfax Campus
  703-993-3141
  club@gmu.edu
  club.gmu.edu
• Founders Hall, Room B115
  Arlington Campus
  703-993-7553
  arlclub@gmu.edu

Student Technology Assistance and Resource (STAR) Lab
State-of-the-art multimedia computer facility
• Johnson Center, Room 229
  Fairfax Campus
  703-993-8990
  star@gmu.edu

Classroom Support
University classroom support and audiovisual equipment
• Arlington Classroom Support
  Founders Hall, Room B117
  703-993-8226
• Fairfax Classroom Support
  Robinson Hall, Room A104
  Innovation Hall, Room 231
  703-993-3456
• Science and Technology
  Classroom Support
  Bull Run Hall, Room 136
  703-993-8499

ITS Support Center
Central point of contact for IT support and information
• Innovation Hall, Room 233
  Fairfax Campus
  703-993-8870
  itsupport@gmu.edu
  itservices.gmu.edu
ACTIVATE YOUR COMPUTER ACCOUNTS AND TELEPHONE

Password and Email Activation
- Patriot Pass Account Activation:
  - Go to password.gmu.edu
  - Click “here” next to option 1
  - Follow the instructions to get your Mason NetID and Patriot Pass password
- Additional information about online accounts is available at strongpassword.gmu.edu

Telephone and Voice Mail
All telephone, cell phone, and voice mail must be requested through your department’s Telecom Coordinator. Contact information for Telecom Coordinators is available at telecomadmin.gmu.edu.

ITS Support Center
The ITS Support Center is available to answer questions or assist in activating your account. For more information or to request IT support, visit itservices.gmu.edu.

SET UP YOUR HARDWARE, SOFTWARE, AND INTERNET

Recommended Computer Systems
Technology Support Services (TSS) recommends and supports the computer systems used by faculty and staff. Visit itservices.gmu.edu for details.

Computer Installs
Your department’s Telecom Coordinator must place requests for installs.

Software
Software is available without charge for faculty and staff to download at itservices.gmu.edu/downloads.

Internet Access from Your Office
Most offices have an active network jack. If you are not sure if your jack is active, contact the ITS Support Center.

Wireless Network
Wireless networks are available in all academic buildings. Visit wireless.gmu.edu for details.

GET FAMILIAR WITH IT SECURITY AT MASON

Antivirus Software License
Protect your computer from viruses by downloading the latest free version of antivirus software at itservices.gmu.edu/downloads. Set it to update virus definitions daily.

IT Security Office
The IT Security Office provides current tools, information, and guidelines to keep your computer secure. For more information on how to keep your computer and information protected from cyber attacks, go to itsecurity.gmu.edu.

Responsible Use of Computing
All users of Mason’s computing resources must abide by the Responsible Use of Computing Policy found at universitypolicy.gmu.edu/policies/responsible-use-of-computing.

myMason — Personalized Portal
Email: mymason@gmu.edu | Web: mymason.gmu.edu

Be Aware of Phishing Messages
Phishing is an attempt to acquire information— usernames, passwords, etc.— by pretending to be a trustworthy entity via email. George Mason University will never ask for personal information over email. If you receive a suspicious email, delete it. If you aren’t sure, forward it to support@gmu.edu so it can be assessed.