SOFTWARE

Classrooms and Computer Labs — A detailed list of the standard software available in all classrooms and computer labs can be found at doit.gmu.edu/staffSection.asp?page=baseload_comp. For computer lab locations and hours, go to doit.gmu.edu/staffSection.asp?page=lab.

Downloads and Installs — The university provides free downloads of select software to faculty, staff, and students. A list of applications can be found at itservices.gmu.edu/downloads/index.cfm.

Licensing — A list of software site licenses administered by the Information Technology Unit (ITU) is available at itservices.gmu.edu/University-Software-Site-Licenses.cfm. Patriot Computers offers additional licensing information for departments at compstore.gmu.edu/departments.

Purchases — A list of current promotions and products offered by Patriot Computers is available at compstore.gmu.edu/products.

Virtual Computing Lab (VCL) — The VCL provides an online, virtual computing environment that allows faculty to use academic software resources regardless of their physical location or time of day. Additional information about software offered through the VCL is available at doit.gmu.edu/staffSection.asp?page=vcl.

HARDWARE

Classrooms — Hardware and equipment available varies by location. For a list of classrooms and respective hardware, go to doit.gmu.edu/staffSection.asp?page=class_description.

Computer Installs and Upgrades — Technology Support Services (TSS) Desktop provides full-service desktop support to faculty and staff. All computer hardware installation and upgrade requests must be submitted by the department’s Telecom Coordinator. For a listing of Telecom Coordinators, visit telecomadmin.gmu.edu/telecomcoord/list.cfm. Once the request has been received by TSS Desktop, a technician will contact the customer to schedule the install and/or upgrade during regular business hours. For additional information on computer hardware installations, visit itservices.gmu.edu/services/view-service.cfm?customel_dataPageID_4609=5869.

Computer Purchases — A list of current promotions and products offered by Patriot Computers is available at compstore.gmu.edu/products. In order to purchase from Patriot Computers you must be classified as a faculty, staff, wage, or student of George Mason University or Northern Virginia Community College (NVCC). It is highly recommended that users discuss their technology needs with a TSS Desktop technician prior to making any purchases.
Computer Repairs—To request assistance for university-supported hardware, contact the ITU Support Center at 703-993-8870 or support@gmu.edu. TSS Desktop staff will be dispatched, if needed, to diagnose and repair a variety of hardware problems, including virus infections and malfunctioning components. Patriot Computers also offers repair services and warranty work that are not handled by TSS Desktop. For additional information, contact Patriot Computers at 703-993-4100 or compstore.gmu.edu.

Equipment Trust Fund (ETF)—Information on ETF funding is available at compstore.gmu.edu/departments.

Recommended Computer Systems—A list of currently supported computer systems is available at itservices.gmu.edu/services/view-service.cfm?customel_dataPageID_4609=6233. Additionally, TSS Desktop will do an assessment when requested. A request can be made through the ITU Support Center at 703-993-8870 or support@gmu.edu.

SOFTWARE FAQS:
- What is available in the computer labs?
  doit.gmu.edu/staffSection.asp?page=baseload_comp
- Where are the computer labs?
  doit.gmu.edu/staffSection.asp?page=lab
- What is available in the classrooms?
  doit.gmu.edu/staffSection.asp?page=baseload_comp
- What is available on the Virtual Computing Lab?
  doit.gmu.edu/staffSection.asp?page=vc
- What is available for download at no cost?
  itservices.gmu.edu/downloads
- What is available for purchase?
  compstore.gmu.edu/products

HARDWARE FAQS:
- How can I get a replacement for an obsolete computer?
  See Equipment Trust Fund (ETF) at compstore.gmu.edu/departments
- How can I upgrade a computer and make sure it is compatible with what is supported (upgrading licensed software, adding RAM, etc.?)
  Contact the ITU Support Center at 703-993-8870 or support@gmu.edu and request an assessment by TSS Desktop
- Where would I purchase parts to improve the performance of my computer?
  Patriot Computers: compstore.gmu.edu/products
- How do I get a new computer for a new position?
  See Equipment Trust Fund (ETF) at compstore.gmu.edu/departments
- What type of hardware is available in classrooms?
  A list of classrooms and respective hardware is available at doit.gmu.edu/staffSection.asp?page=class_description