

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
support@gmu.edu
itservices.gmu.edu



Information Technology Services

GETTING STARTED WITH TECHNOLOGY

FACULTY/STAFF



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.

myMason — Personalized Portal

Email: mymason@gmu.edu | Web: mymason.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.

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.