

E-ssentials

your introduction to
technology at
Georgetown University

2011-2012

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This guide is produced primarily for Main Campus students. If you are an MSB or Law School student, please note that the content may differ.

Help Desks Hours of Operation

Hours of operation may vary during holidays and intersessions.

UIS Service Desk, G-39 St. Mary's Hall

Monday — Thursday, 9:00 a.m. — 9:00 p.m.

Friday 9:00 a.m. — 5:00 p.m.

Sunday 5:00 p.m. — 9:00 p.m.

GOCARD Office, G-3 Darnall Hall

Monday — Friday, 9:00 a.m. — 5:00 p.m.

Hoya Computing, G-39 St. Mary's Hall

See <http://hoyacomputing.georgetown.edu/> for hours of operation.

Gelardin New Media Center Service Desk, Lauinger Library, 1st Floor

See <http://library.georgetown.edu/hours-and-locations> for hours of operation.

Reference and Circulation Desks, Lauinger Library

See <http://library.georgetown.edu/hours-and-locations> for hours of operation.

Classroom Educational Technology Services (CETS) Service Desk, ICC 121

Monday — Thursday, 9:00 a.m. — 8:00 p.m.

Friday 9:00 a.m. — 6:00 p.m.

Saturday 10:00 a.m. — 6:00 p.m.

Sunday 1:30 p.m. — 8:00 p.m.

Ethical Computing

Acceptable Use Policy

The Georgetown *Computer Systems Acceptable Use Policy* will guide you “in the acceptable use of computer and information systems and networks provided by Georgetown University.” Upon enrollment, you are bound by the Acceptable Use Policy and are responsible for reading the policy and adhering to it.

Among the topics covered in the *Computer Systems Acceptable Use Policy* are:

- Your responsibilities regarding the security of your computer.
- Proper use of your computer account and electronic resources.
- Standards of publishing and distributing information.
- Enforcement of the policy.
- Links to additional resources and policies.

The Georgetown *Computer Systems Acceptable Use Policy* is found online at <http://policies.georgetown.edu/31641.html>.

Copyright in the Information Age

The *Copyright in the Information Age Guide* at <http://policies.georgetown.edu/copyright/> explains the application of copyright law in our academic environment.

Where to Download Music, Movies Legally

Visit <http://uis.georgetown.edu/students/legaldownloads/> for sources of legal music and movie downloads.

Secure Computing

<http://security.georgetown.edu/>

Georgetown takes computing security very seriously. Keep in mind that you are responsible for keeping your computer and data secure, maintaining safe computing practices, adhering to university computing policies when you are on the Georgetown computing network, and using online resources such as e-mail and Blackboard.

Using devices that “extend” network access (e.g., routers, switches) is not permitted. A list of banned network extension devices is available at <http://policies.georgetown.edu/33662.html>.

You can register your computer’s hardware address with UIS to be notified immediately if your network port is turned off. Details are available at <http://security.georgetown.edu/students/13941.html>.

Keeping Your Computer Safe and Secure

- Set up automatic updates for your computer’s operating system.
- Install an anti-virus program on your computer as soon as possible. Download a copy from the UIS Software Database at <http://hoyacomputing.georgetown.edu/software/public/index.cfm> (log in with your NetID and NetID password).
- Create strong passwords for all your accounts and change them annually. See page 9 for how to set up a strong password.
- Pay attention to UIS security alerts.
- Never share your NetID password with anyone.
- Register your computer with the Department of Public Safety.
- Protect your computer from viruses and malicious software. See <http://uis.georgetown.edu/email/av.prevention.html> for details.
- Password-protect user accounts and disable automatic logins.

Getting Security Help

E-mail (questions, reporting incidents): help@georgetown.edu

E-mail (reporting spam): abuse@georgetown.edu

Telephone: 202-687-4577

For complaints about physical security, call DPS at 202-687-4343 or the DC Police Department at 202-727-1000.

Check out the UISO Web site (<http://security.georgetown.edu>) for security alerts and announcements, computing guidelines and policies, and recommendations for protecting your data.

Your ID and More: GOCard (Georgetown One Card)

<http://GOCard.georgetown.edu/>

Your GOCard is your campus identification, access, and debit card. Carry your GOCard with you at all times.

Getting Your GOCard

New students must send in their application and photo ahead of time via US Mail or e-mail (GOCardphoto@georgetown.edu). Deposits can also be made online before arriving on campus. You will need your NetID and password to access GOCard services. Visit <http://GOCard.georgetown.edu/> for more information.

Using Your GOCard Debit Account

You can use your GOCard to pay for:

- Meals at the dining hall (freshmen and sophomores are required to have a meal plan)
- Snacks and drinks from vending machines
- Copying in libraries and computer labs (GOCard only)
- Printing in libraries and computer labs (GOCard only)
- Laundry in residence halls (GOCard only)
- Purchases at on-campus stores
- Purchases at nearby stores and restaurants. See <http://GOCard.georgetown.edu/where/> for a complete list.

A GOCard debit account is not a credit account. It must be activated by adding money in one of the following ways:

- Deposit via Visa, MasterCard, check, or cash at the GOCard Office.
- Deposit via Visa or MasterCard at the Online Card Office at <http://onlinecardoffice.georgetown.edu>.
- Deposit cash at a Deposit Station (see <http://GOCard.georgetown.edu/managing/depositing/> for locations).

If You Lose or Damage Your GOCard

If your GOCard is lost, stolen, or damaged, immediately suspend it at <http://GOCard.georgetown.edu/>, then visit the GOCard Office to receive a new card. The replacement fee is \$25. This fee will be waived if a police report is presented when replacing the card.

DEPOSIT STATIONS

- Leavey Center, Hoya Court corridor
- Lauinger Library 1st floor, Gelardin New Media Center
- Lauinger Library 3rd floor, entrance lobby
- Walsh building, main lobby
- Leo J. O'Donovan Dining Hall, foyer
- Preclinical Science Building, caduceus area
- Dahlgren Library, Ground Floor, Copy Room
- GOCard Office (Darnall Hall)

Student Advantage

Student Advantage membership entitles you to discounts on books, clothes, movies, travel, and other services from national and local retailers. You may purchase Student Advantage online at <http://studentadvantage.com/georgetown> or at the GOCard Office. A 4-year membership is \$50.00 and a 1-year membership is \$20.00.

Transferring Funds

You may transfer all or a portion of your Student Account Refund to your GOCard Debit Dollars Account. No waiting for a refund in the mail or for funds to be available from your bank. For more information, please visit <http://studentaccounts.georgetown.edu/refunds/gocardrefund.html>.

Getting Help with Your GOCard

Online: <http://GOCard.georgetown.edu/>

E-mail: GOCard@georgetown.edu

Telephone: (202) 687-2700

Walk-in: GOCard Office, Darnall Hall G-3 (Monday-Friday, 9am-5pm)

Your Network Identifier: NetID

<http://netid.georgetown.edu/>

You will use your NetID to log in to most of Georgetown University's computer systems and online services. You will continue to use your NetID to access university systems and services, such as unofficial transcripts in MyAccess, even after graduation.

You are automatically eligible for the majority of online services. You may need to apply for certain additional services, even though you already have a NetID.

Getting Your NetID

NetIDs and temporary NetID passwords are mailed to your permanent address or included in your registration packet. When on campus, you can also look up your NetID in the Georgetown University online directory at <http://contact.georgetown.edu/>.

Setting a Permanent NetID Password

New students must create a permanent NetID password before the expiration date included their letters. If you fail to set a permanent password by the expiration date, visit the UIS Service Desk to have it reset.

1. Think of a strong permanent password (see page 9).
2. Go to <http://netid.georgetown.edu/>, click **Change Your NetID Password**, and follow the instructions provided.

Protecting Your NetID Password

Telling someone your NetID password gives them access to your grades, e-mail, schedule, and more. You may be held accountable if your password is misused.

Never share your NetID password and log off all public workstations. Change your NetID password immediately if you suspect that someone has obtained it. Follow the instructions under "Setting a Permanent NetID Password."

A STRONG PASSWORD ...

- Is at least eight characters in length.
- Contains at least one uppercase or lowercase letter.
- Contains at least one number.
- Contains at least one punctuation mark or symbol
(!@#\$%^&*()_+ | ~-=\'{}[]:;'\<>?.,/).
- Is not derived from a dictionary word or simple pattern such as *abcdefgh*.

Note: An MSB or Law School password is not changed when a NetID password is changed.

If You Forget Your NetID Password

If you forget your NetID password, visit the UIS Service Desk. We recommend you change your password right away; you can do this at one of the computers at the Service Desk. Bring your GOCARD or other photo ID with you. Your password will be reset to a temporary password that will expire in three days. Before the temporary password expires, follow the instructions under "Setting a Permanent NetID Password."

Getting Help with Your NetID

Online: <http://netid.georgetown.edu>

E-mail: techhelp@georgetown.edu

Telephone: (202) 687-4577

Walk-in: UIS Service Desk, G-39 St. Mary's Hall

Connecting to the Internet

<http://uis.georgetown.edu/connecting/>

You can connect your computer to the Internet through wired or wireless connections. Instructions and assistance are available free of charge from the UIS Student Help Desk, the walk-in Service Desk, and on the Web.

Wireless Network

Georgetown Wireless Services includes secure (SaxaNet) and unsecure (HOYAS, GuestNet) wireless networks, as well as another network for visitors, called Eduroam.

Visitors from participating institutions can connect to Eduroam at another participating institution using their home institution's credentials. Georgetown is an active member of the Eduroam network. Information about Eduroam is available at <http://uis.georgetown.edu/guwireless/eduroam.html>.

You connect to SaxaNet by logging in with your NetID and password. However, you will first need to configure SaxaNet for your computer before you can connect to SaxaNet. As part of the setup process, when you open a Web browser window, you will be redirected to a Web page that will guide you through the setup process. You perform this setup once for each computer you will use to connect to SaxaNet.

To connect to SaxaNet, you will need the following:

- For PCs: an 802.11a-, b-, g-, or n-compatible wireless card (included with most newer laptops).
- For Macs: an AirPort Extreme card or 802.11a-, b-, g-, or n-compatible wireless card. (**Note:** If you use Time Capsule, turn off your wireless network connection.)

Setup instructions and a list of connection locations can be found online at <http://uis.georgetown.edu/guwireless/saxanet/index.html>. Setup instructions are also available in this *E-ssentials* guide on pages 12-16.

Additional information about Georgetown Wireless Services is available at <http://uis.georgetown.edu/guwireless/index.html>.

Getting Help with Connecting

Online: <http://uis.georgetown.edu/connecting/>

E-mail: techhelp@georgetown.edu

Telephone: (202) 687-4577

Walk-in: UIS Service Desk, G-39 St. Mary's Hall

WIRELESS ROUTER BAN

Wireless routers, access points, backup devices, printers, and similar devices are prohibited on campus—don't connect them to your ResNet jack. UIS regularly turns off service for jacks with these devices connected. Details are available at http://security.georgetown.edu/acceptableuse_guidelines.html.

Connecting to SaxaNet (Windows 7/Vista)

Note: Make sure pop-up blocking is turned off before you begin. (Be sure to turn pop-up blocking back on after you've completed this procedure.)

1. *Click* on the wireless icon located in the system tray (lower right-hand corner of your computer).
2. *Select* **GU_WiFi_Setup** from the list of wireless networks. If **GU_WiFi_Setup** is not listed, you are at a location that does not have SaxaNet. You can, however, use the HOYAS unsecure wireless network. Click <http://uis.georgetown.edu/guwireless/hoyas.win7vistaconfig.html> to add HOYAS to the list manually.
3. *Open* a Web browser window and then *enter* any URL to connect to. You will be redirected to another Web page that will guide you through the setup process.
4. In the redirect Web page, *click* on the **SaxaNet** link.
5. In the next window, *enter* your NetID and password, and then *click* on the **Verify** button.
6. If you see a security warning, *click* on the **Run** button.

You will then see a series of windows appear and disappear while XpressConnect loads on your computer. (XpressConnect is the software that will configure your computer for SaxaNet.) **Note:** This may take a few moments to complete, depending on the speed of your computer.

If XpressConnect is loaded successfully, you should see a message window stating *XpressConnect has been loaded*.

7. If another security message appears, *click* on the **Yes** button.
8. If you see a message window stating *Wireless Utility Conflict*, *click* on the **Skip** button.

You will then see a window displayed that states what to do when you see the message bubble shown.

9. *Click* on the bubble message when it appears in your system tray. You should then see a login pop-up window displayed.
10. In the login pop-up window (at the login prompt), *enter* your NetID and password, and then *click* on the **OK** button.

After you've entered your credentials, you should see a confirmation window that states you're successfully connected.

11. *Click* on the **Done** button.
12. *Click* on the wireless icon to view **SaxaNet** listed in your available wireless networks list.

You should now be connected to SaxaNet. From now on, when you want to connect to SaxaNet, just click on the bubble window (it should appear in your system tray automatically if SaxaNet is available at that location), and then enter your NetID and password at the login prompt to connect to SaxaNet.

Connecting to SaxaNet (Windows XP)

Note: Make sure pop-up blocking is turned off before you begin. (Be sure to turn pop-up blocking back on after you've completed this procedure.)

1. *Click* on the wireless icon located in your system tray (lower right-hand corner of your computer).
2. *Select* **GU_WiFi_Setup** from the list of wireless networks. If **GU_WiFi_Setup** is not listed, you are at a location that does not have SaxaNet. You can, however, use the HOYAS unsecure wireless network. Click <http://uis.georgetown.edu/guwireless/hoyas.winxpconfig.html> to add HOYAS to the list manually.
3. *Open* a Web browser window and enter any URL to connect to. You will be redirected to another Web page that will guide you through the setup process.
4. In the redirect Web page, *click* on the **SaxaNet** link.
5. In the next window, *enter* your NetID and password, and then *click* on the **Verify** button.

You will see a series of windows appear and disappear while XpressConnect loads on your computer. (XpressConnect is the software that will configure your computer for SaxaNet.) **Note:** This may take a few moments to complete, depending on the speed of your computer.

If XpressConnect is loaded successfully, you should see a message window stating *XpressConnect has been loaded*. You will then also see a window displayed that states what to do when you see the message bubble shown.

6. *Click* on the message bubble when it appears in your system tray (lower right-hand corner of your screen). You should then see a login pop-up window displayed.

7. In the login pop-up window (at the login prompt), *enter* your NetID and password, and then *click* on the **OK** button.

After you've entered your credentials, you should see a confirmation window that states you're successfully connected.

8. *Click* on the **Done** button.

You should now be connected to SaxaNet. From now on, when you want to connect to SaxaNet, just click on the message bubble (it should appear in your system tray automatically if SaxaNet is available at that location), and then enter your NetID and password at the login prompt to connect.

Connecting to SaxaNet (Mac OS X)

Note: Make sure pop-up blocking is turned off before you begin. (Be sure to turn pop-up blocking back on after you've completed this procedure.)

1. Select **GU_WiFi_Setup** from the list of wireless networks. If **GU_WiFi_Setup** is not listed, you are at a location that does not have SaxaNet. You can, however, use the HOYAS unsecure wireless network. Click <http://uis.georgetown.edu/guwireless/hoyas.macconfig.html> to add HOYAS to the list manually.
2. *Open* a Web browser window and *enter* any URL to connect to. You will be redirected to another Web page that will guide you through the setup process.
3. In the above redirect Web page, *click* on the **SaxaNet** link.
4. In the next window, *enter* your NetID and password, and then *click* on the **Verify** button.

The utility will then go through the process of verifying that you're eligible to be configured for SaxaNet. (**Note:** This may take a few moments to complete.)

5. If you see a window with the message *An applet from cloudpath.uis.georgetown.edu is requesting access to your computer*, click on the **Allow** button.
6. At the login prompt, *enter* the ID and password you use to access your computer, then *click* on the **OK** button. (**Note:** This ID and password is not the same as your Georgetown NetID and password.)
7. If you see a window stating *Administrator Privileges Required*, click on the **Back** button to re-enter your credentials. After you've entered your credentials, you should see a confirmation window that states you're successfully connected.

You should now be connected to SaxaNet. From now on, when you want to connect to SaxaNet, just click on the message bubble (it should appear in your system tray automatically if SaxaNet is available at that location), and then enter your NetID and password at the login prompt to connect.

Wired Connections

All campus residents have access to their own high-speed wired connections. For more information, call 202-687-4577.

Public ports are located in:

- The Leavey Center's Sellinger Lounge
- Lauinger Library
- Blommer Science Library (Reiss 302)

To connect to the wired network, you will need:

- A CAT-5 or CAT-6 Ethernet network cable.
- A 10/100 Base-T (minimum) Ethernet Network Interface Card (standard on most newer computers).

Residents of Alumni Square (Village B), Harbin, Nevils, New South, and Village A also need to borrow a media adapter.

1. Go to <http://uis.georgetown.edu/connecting/resnet/media.adapters.html> to request a media adapter and get setup instructions.
2. Log in to the online media adapter signout form with your NetID and NetID password.
3. Write down the confirmation number and bring it to the UIS Service Desk to pick up your adapter.

Your E-mail Account: Hoyamail

<http://hoyamail.georgetown.edu/>

All Georgetown University students receive Hoyamail e-mail accounts upon enrollment. Hoyamail is Web-based only (there is no e-mail client). Most instructors use e-mail to communicate with their students, and official university messages and announcements are sent via e-mail. You can also use your Hoyamail account to keep in touch with family and friends.

New students should reset their temporary password before they access Hoyamail.

McDonough School of Business students are given MSBGmail accounts. Contact the MSB Technology Center at (202) 687-4721 or MSB-HELP@msb.edu for more information.

Law School students are given Microsoft Outlook accounts. Contact the Law Center Help Desk at (202) 662-9905 or at helpdesk@law.georgetown.edu for more information.

Your Hoyamail User Name and Password

Your University NetID functions as your Hoyamail user name. In other words, your Georgetown e-mail address will be yourNetID@georgetown.edu.

Your NetID password functions as your Hoyamail password.

For more information on how to log in and use your Hoyamail account, go to <http://hoyamail.georgetown.edu/>.

Getting Help with Hoyamail

Online: <http://hoyamail.georgetown.edu/>

E-mail: techhelp@georgetown.edu

Telephone: (202) 687-4577

Walk-in: UIS Service Desk, G-39 St. Mary's Hall

Hardware and Software

<http://hoyacomputing.georgetown.edu/>

Hoya Computing assists the university community with finding optimal and cost-effective computer hardware, software, and peripherals.

Getting Hardware

Through Hoya Computing, you can buy computers and other hardware directly from manufacturers at academic discount prices. Visit <http://hoyacomputing.georgetown.edu/> for current promotions.

UIS strongly recommends buying a warranty with your new computer. You can get warranty details from your retailer or manufacturer.

Getting Software

You can download free antivirus software and find information about academic discount pricing for software such as Microsoft Office by visiting the UIS Software Database at <http://hoyacomputing.georgetown.edu/software/public/index.cfm>. (Log in with your NetID and NetID password.) You can also pick up a CD containing antivirus software from the UIS Service Desk.

Hardware Repairs

For information about hardware repairs, check the Hoya Computing Web site. If your computer is under warranty, contact your computer manufacturer's technical support.

Hoya Computing can help triage and shepherd you through the repair and warranty process. (If your computer came with any CDs/DVDs, please bring them to campus with you.)

Getting Help with Hardware and Software

Online: <http://hoyacomputing.georgetown.edu/>

E-mail: hoyacomputing@georgetown.edu

Telephone: (202) 687-0640

Walk-in: Hoya Computing, G-39 St. Mary's Hall

Your Records: MyAccess

<http://myaccess.georgetown.edu/>

MyAccess is a Web application you can use to access your student records any time you need them.

Some MyAccess Services

- Register for classes
- View your schedule
- View your grades
- View an unofficial transcript
- View or change records of your permanent, local, grading, billing, next of kin, and alternate next of kin addresses
- View or pay your tuition and student account or authorize a third party to do so
- Set up a tuition payment plan

Using MyAccess

1. Go to <http://myaccess.georgetown.edu/> and click **MyAccess**.
2. Log in with your NetID and NetID password.

Getting Help with MyAccess

Online: <http://uis.georgetown.edu/banner/myaccessstudenthelp.html>

E-mail: techhelp@georgetown.edu

Telephone: (202) 687-4577

Walk-in: UIS Service Desk, G-39 St. Mary's Hall

On-campus Phone Services

<http://hoyanet.georgetown.edu/>

UIS provides phone service for residence halls. Students who live off campus should order phone service through the provider of their choice.

Your Telephone Number

Your telephone number was mailed to your permanent address during the summer. You can look up your telephone number by checking Housing-at-a-Glance at <http://housing.georgetown.edu/academic/>.

Basic Telephone Service

All residence halls and apartments have one assigned phone line for local calls that is activated upon request by contacting the UIS Student Help desk at techhelp@georgetown.edu. You need to provide your own standard analog telephone, and use a pre-paid or other calling card for all fee-based calling.

Cell Phone Service

Georgetown University has negotiated agreements with T-Mobile, Sprint, and AT&T offering students service discount plans. There is cellular coverage on campus for these carriers, as well as for Verizon Wireless. Please contact the service providers for more details.

Requesting Special Services

If you require any special services (i.e., TTY, fax), please submit your request to the UIS Student Help Desk at techhelp@georgetown.edu.

Getting Help with Phone Services

Online: <http://uis.georgetown.edu/telecommunications/students/>

E-mail: techhelp@georgetown.edu

Telephone: (202) 687-4577

Cable Television

<http://rcn.com/georgetown/>

Students living in campus housing can obtain cable television service with the same features and options offered at home. This service (partnership with RCN) offers basic digital cable television services, as well as enhanced services such as HD, DVR, On Demand, Pay Per View, and Premium channels. The RCN support number is (877) 532-HOYA (4692).

Subscribing to Cable Television

Subscribe to cable television at <http://rcn.com/georgetown/>. Only one person in a dorm room or apartment needs to subscribe. This person will be the account holder. The account holder will be charged for the service, and will be required to approve any changes to the account.

Activating Cable Television

In apartments, service will be turned on for the jack in the living room. If you or your roommate already subscribed to cable service for your apartment, you can also activate other jacks through RCN. RCN will provide instructions.

Moving Service to a New Residence

If you move to a different room or apartment during the semester, you can have your service moved to your new room. It is your responsibility to notify RCN of your new address, as well as the date you want the service moved. *Service will not be moved automatically.*

Cancelling Cable Television

You are responsible for requesting that RCN cancel your service and for returning the cable box to RCN. If you want to end your service before the end of the current semester, you must cancel your service or you will be billed for it. *Service will not be cancelled automatically.*

Billing

RCN will bill the account holder under a prepaid semester or a month-to-month plan. The account holder is responsible for all charges on the account.

Computer Labs

<http://uis.georgetown.edu/labs/>

Several computer labs operate on the university campus. Resources include academic software, commonly-used applications, and printers.

Physical access to these labs is by GOCard. You log into the lab computers with your NetID and password.

Computer Lab Locations

ICC Student Computer Lab: ICC 100

ICC Graduate Student Computer Lab: ICC 218

St. Mary's Hall 24-Hour Computer Lab, St. Mary's G-02

Residence Hall Computer Labs:

- Harbin Hall, 1st floor
- LXR, 1st floor
- New South, 1st floor
- Village C East, 1st floor
- Village C West, 5th floor

Print stations are also available in Copley, Reynolds, and McCarthy halls).

Printing in Computer Labs

Printing costs 10¢ per page. Pay with your GOCard debit account at the GOCard reader attached to each printer. You can print to a lab printer from your computer. Details are at <http://uis.georgetown.edu/labs/instructions/lpr.printing.html>.

INTERNET KIOSKS

- Blommer Science Library, Reiss 302
- ICC, 1st and 2nd floor corridors
- Leavey Center, Sellinger Lounge

GELARDIN NEW MEDIA CENTER

Computers for multimedia development, digital cameras, scanners, and audio and video equipment and software are all available in Lauinger Library's Gelardin New Media Center.

The Gelardin New Media Center is a multimedia computer lab with a classroom for multimedia training. Gelardin Center's multimedia specialists also are available for one-on-one consultations.

The Gelardin New Media Center is open 24 hours Monday through Friday and 8:00 a.m. to 3:00 a.m. Saturday and Sunday. The center is located on the lower level of Lauinger Library. Visit their Web site at <http://library.georgetown.edu/gelardin/>.

Getting Help with Computer Labs

Online: <http://uis.georgetown.edu/labs/>

E-mail: techhelp@georgetown.edu

Telephone: (202) 687-4577

Walk-in: UIS Service Desk, G-39 St. Mary's Hall

Electronic Research Tools

<http://library.georgetown.edu>

The Georgetown University Library provides a variety of electronic research tools:

- Research guides to help you select the best databases for your research from the more than 500 available, and online learning tutorials that walk you through how to use the library and its search tools (<http://guides.library.georgetown.edu>)
- Journal Finder to learn which online and/or print magazines, journals, and newspapers are available from the Library and indexes to articles in journals, magazines, and newspapers, many with full text available online (<http://library.georgetown.edu/articles-databases>)
- GEORGE (<http://catalog.library.georgetown.edu>), the Library's online catalog, to find books, journal titles, government publications, electronic resources, DVDs and other audiovisual materials, theses, and dissertations owned by Lauinger Library, Blommer Science Library, Dahlgren Medical Library, National Reference Center for Bioethics Literature, SFS in Qatar Library, and the Woodstock Theological Center Library
- Other online library catalogs, including the Washington Research Library Consortium (WRLC) catalog, those of other area universities, and the Library of Congress
- Online reference works such as dictionaries, encyclopedias, almanacs, and directories
- LiveHelp, an online chat service providing research help from the Library 24 hours a day, 7 days a week
- Just Ask (<http://library.georgetown.edu/ask-us>)
- Electronic course reserves (e-reserves) (<http://library.georgetown.edu/search-for-reserves>)

THE LIBRARY MEDIA COLLECTION

Search the Library's media collection through GEORGE at <http://catalog.library.georgetown.edu>. Type your search terms, and then limit your search using the drop-down boxes for Material Type (Film & Video, Music & Audio, Still Images) or Location (LAU Gelardin Media Center).

Accessing Electronic Research Tools

You can access electronic research tools from:

- Any computer with an Internet connection. Go to <http://library.georgetown.edu/off-campus> for information about off-campus access.
- The reference area on the 3rd floor of Lauinger Library
- Blommer Science Library in Reiss 302
- Gelardin New Media Center on the 1st floor of Lauinger Library
- UIS computer labs

Getting Help with Electronic Research Tools

Click on "Ask Us" at the top of any Library Web page for online, in-person, or phone help (<http://library.georgetown.edu/ask-us>).

Help resources include online assistance 24/7, research consultation appointments, multimedia consultations, instruction sessions, and librarian subject specialists.

Telephone: (202) 687-7452 (Lauinger); (202) 687-7410 (Gelardin)

Walk-in: Reference and Information Desk, 3rd floor of Lauinger Library

PHOTO AND GRAPHICS SERVICES

For a small fee, the Gelardin New Media Center produces photographic and graphic media for instructional needs and research projects. Call (202) 687-7530 or visit the Gelardin New Media Center Service Desk on the 1st floor of Lauinger Library to schedule a consultation.

Your Classes Online: Blackboard

<http://campus.georgetown.edu/>

Blackboard is Georgetown University's Web-based course management system. With Blackboard, you can receive and complete assignments and collaborate on class projects over the Internet.

Not every course you take will require you to use Blackboard. It may be optional in some classes. Your instructor will tell you if you need to use Blackboard as part of your coursework.

Accessing Blackboard

Use Blackboard from any computer connected to the Internet.

1. Open your Web browser.
2. Go to Blackboard at <http://campus.georgetown.edu>.
3. Log in with your NetID and NetID password.

Getting Help With Blackboard

Both the Blackboard login page and your Blackboard desktop have Help modules with links to FAQs and information on how to request assistance.

Online: <http://cndls.georgetown.edu/blackboard/student.html>

E-mail: techhelp@georgetown.edu

Telephone: (202) 687-4577

Walk-in: UIS Service Desk, G-39 St. Mary's Hall

TECHNOLOGY TRAINING

Free technology training classes are conducted by UIS, CNDLS, and the Gelardin New Media Center. See <http://uis.georgetown.edu/training>. Classes include Microsoft Word, Excel, and PowerPoint, Adobe Photoshop, iMovie, and Final Cut.

Classroom Technology

<http://cets.georgetown.edu>

Classroom Educational Technology Services (CETS) provides educational (A-V) technology in your Main Campus classroom.

When you want to use a computer for your presentation, CETS recommends using a classroom computer.

If you want to use your own laptop or other device (i.e., handheld), you must make sure it will work with CETS computer projectors. Make an appointment for testing your laptop in the CETS office at least one business day before your presentation. CETS only provides the cable to connect your laptop to a classroom projector. You need to provide any other accessories (adapter, Ethernet cable, etc.)

Getting Service for Classroom Technology

An advance request of two or more days is highly recommended. To make an advance request, call (202) 687-7491, visit the CETS Service Desk at ICC 121, or use the online request form at <http://cets.georgetown.edu>.

Getting Help with Classroom Technology

Online: <http://cets.georgetown.edu>

Telephone: (202) 687-7491

Walk-in: CETS Service Desk, ICC 121

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New Student Checklist

Welcome to Georgetown University! Now that you are a Georgetown student, a wealth of technology resources is available to you.

Use *E-ssentials* to complete this checklist and start using Georgetown University technology.

- Get your GOCard for identification and access to your residence hall (page 5).
- Set your permanent NetID password (page 8).
- Review the Georgetown University *Computer Systems Acceptable Use Policy* and *Copyright in the Information Age* (page 3).
- Get instructions for connecting to Georgetown's wireless network (page 10).
- Secure your home and laptop computers. Install an anti-virus program and set up automatic updates (page 4).