

# *E-ssentials*

your introduction to  
technology at  
Georgetown University

2007-2008

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# Hours of Operation

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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-36 St. Mary's Hall

Monday—Friday 10:00 a.m.—5:00 p.m.

## Gelardin New Media Center Service Desk, Lauinger Library

Monday—Thursday 8:30 a.m.—11:00 p.m.

Friday 8:30 a.m.—10:00 p.m.

Saturday 10:00 a.m.—6:30 p.m.

Sunday 12:00 p.m.—10:00 p.m.

## Reference Department, Lauinger Library

Monday—Thursday 8:30 a.m.—9:00 p.m.

Friday 8:30 a.m.—6:00 p.m.

Saturday 10:00 a.m.—6:00 p.m.

Sunday 11:00 a.m.—9:00 p.m.

## 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.—6:30 p.m.

Sunday 1:30 p.m.—8:00 p.m.

# Ethical Computing

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## Acceptable Use Policy

The *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 acceptable use policy.
- Links to additional resources and policies.

The *Computer Systems Acceptable Use Policy* is found online at <http://www3.georgetown.edu/policies/31641.html>.

## Copyright in the Information Age

The *Copyright in the Information Age* Guide at <http://www3.georgetown.edu/policies/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

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<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.

The use of devices that “extend” network access (e.g., routers, switches) is not permitted. A list of banned network extension devices is available at <http://uis.georgetown.edu/policies/technology/acceptableuseguidelines.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://www3.georgetown.edu/security/netadmins/13941.html>.

## Keeping Your Computer Safe and Secure

Make sure your computer is safe and secure by doing the following:

- Regularly update your computer’s operating system.
- Install Symantec AntiVirus on your computer as soon as possible. Pick up a free CD at the UIS Service Desk, or download a copy from the UIS Software Database at <http://hoyacomputing.georgetown.edu/software> (log in with your NetID and NetID password).
- Pay attention to UIS security alerts.
- Never share your NetID password with anyone.
- Register your computer with the Department of Public Safety (DPS).

## Getting Help

E-mail (questions, reporting incidents): [security@georgetown.edu](mailto:security@georgetown.edu)

E-mail (reporting spam): [spam@georgetown.edu](mailto:spam@georgetown.edu)

Telephone: 202-687-3031

For complaints on 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

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

Your GOCard is a combination identification and debit card. Carry your GOCard with you at all times.

## Getting Your GOCard

New students must apply online for a GOCard before arriving on campus. Deposits can also be made online before arriving on campus. You will need your NetID 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 (GOCard only).
- Snacks and drinks from vending machines.
- Copying in libraries and computer labs.
- 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/> for a complete list.

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

- Make a Visa, MasterCard, check, or cash deposit at the GOCard Office.
- Make a Visa or MasterCard deposit at the Online Card Office at [http://gocard.georgetown.edu.](http://gocard.georgetown.edu/)
- Deposit cash at a Deposit Station (see page 5 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.

### DEPOSIT STATIONS

- Leavey Center, Hoya Court corridor
- Lauinger Library, Gelardin New Media Center
- Lauinger Library, 3rd floor entrance lobby
- Walsh building, lobby
- O'Donovan Dining Hall, entrance foyer
- Preclinical Science Building, coffee bar
- Dahlgren Library

## Student Advantage

Using a Student Advantage GOCard entitles you to discounts on books, clothes, movies, travel, and other services from national and local retailers. Student Advantage may be purchased at the GOCard Office at \$50.00 for 4 years or \$20.00 for one year.

## Getting Help with Your GOCard

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

E-mail: [gocard@georgetown.edu](mailto:gocard@georgetown.edu)

Telephone: (202) 687-2700

Walk-in: GOCard Office, G-3 Darnall Hall

# Your Network Identifier: NetID

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<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 Student Access+, even after graduation.

You are automatically eligible for the majority of online services. You may need to apply for some services, even though you may 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.
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 disclosed or compromised.

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*.

## If You Forget Your NetID Password

If you forget your NetID password, visit the UIS Service Desk. Bring your GOCard or photo ID with you. Your password will be reset to a temporary password that will expire three days later. 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](mailto:techhelp@georgetown.edu)

Telephone: (202) 687-4577

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

# Connecting to the Internet

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

You can connect your computer to Georgetown University's Internet service through wired ports, the wireless network, or GUExpress dial-up.

## Wired Connections

All campus residents have their own high-speed Ethernet ports. Public ports are located in:

- Residence hall common areas
- 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 10Base-T Ethernet network cable.
- A 10Base-T Ethernet Network Interface Card (included with 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](http://uis.georgetown.edu/connecting/resnet/media_adapters.html) and read the information provided.
2. Log in to the online media adapter sign-out 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.

## Wireless Network

To connect to Georgetown University's wireless network, you will need the following:

- For PCs: an 802.11g-compatible wireless card (included with most newer laptops).
- For Macs: an AirPort Express or 802.11g-compatible wireless card.

Setup instructions and a list of connection locations can be found online at <http://uis.georgetown.edu/connecting/wireless/>.

## GUEXpress

You can connect to GUEXpress from any phone line with a dial-up modem. Connections are limited to 70 minutes, but you can connect as often as you like.

GUEXpress is free from the DC area. Outside the area, GUEXpress costs the same as any long-distance call to Washington, DC.

### WIRELESS ROUTER BAN

Wireless routers, access points, 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](http://security.georgetown.edu/acceptableuse_guidelines.html).

## Getting Help with Connecting

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

E-mail: [techhelp@georgetown.edu](mailto:techhelp@georgetown.edu)

Telephone: (202) 687-4577

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

# Your E-mail Account: GUMail

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

All Georgetown University students (except MSB students) receive GUMail e-mail accounts upon enrollment. 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 GUMail account to keep in touch with family and friends.

McDonough School of Business students are given GroupWise accounts instead of GUMail accounts. Contact the MSB Technology Center at (202) 687-4721 or [MSB-HELP@msb.edu](mailto:MSB-HELP@msb.edu) for more information.

## Your GUMail User Name and Password

Your University NetID functions as your GUMail user name. In other words, your Georgetown e-mail address will be [yourNetID@georgetown.edu](mailto:yourNetID@georgetown.edu).

Your NetID password functions as your GUMail password.

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

## Getting Help with GUMail

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

E-mail: [techhelp@georgetown.edu](mailto:techhelp@georgetown.edu)

Telephone: (202) 687-4577

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

# Hardware and Software

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<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 the "Premier Dell for Georgetown," "Apple Store for Georgetown," and "Premier CDW-G for Georgetown" online stores.

## Getting Software

A CD containing e-mail software, file transfer software, anti-virus software, and instructions for connecting to Georgetown University's Internet service is available from the UIS Service Desk. You can find information about academic discount pricing for other software by visiting the UIS Software Database at <http://uis.georgetown.edu/hoyacomputing/software/>. (Log in with your NetID and NetID password.)

## Hardware Repairs

For information about hardware repairs, check the Hoya Computing Web site.

## Getting Help with Hardware and Software

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

E-mail: [hoyacomputing@georgetown.edu](mailto:hoyacomputing@georgetown.edu)

Telephone: (202) 687-0640

Walk-in: Hoya Computing, G-36 St. Mary's Hall

# Your Records: Student Access+

<http://www.georgetown.edu/access/>

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

## Some Student Access+ 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
- Sign up for optional telephone and cable services

## Using Access+

1. Go to <http://www.georgetown.edu/access/> and click **Student Services**.
2. Log in with your NetID and NetID password.

## Getting Help with Access+

Online: <http://www.georgetown.edu/access/faq.html>

E-mail: [techhelp@georgetown.edu](mailto:techhelp@georgetown.edu)

Telephone: (202) 687-4577

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

# On-campus Phone and Cable

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

Georgetown provides phone and cable service for residence halls and university apartments. Students who live off campus should order phone and cable 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 number by dialing the directory, (202) 784-HOYA, or checking Housing-at-a-Glance at <http://housing.georgetown.edu/academic/>.

## Basic Telephone Service

All residence halls and apartments have a single phone line that is active on one phone jack when you move in. You need to provide your own standard telephone.

## Your PAETEC Personal Billing Number (PBN)

Calls made with your PBN are billed to you, no matter what phone you use. To connect to any off-campus number (except 911 and PAETEC) while on campus, you must dial your PBN after you dial the number. You can also use your PBN while off campus; long-distance calls will be billed to your PAETEC account.

New students' PBNs were mailed to their permanent address during the summer. Returning students will continue to use their old PBNs. If you did not receive your PBN, or if your PBN has been lost or stolen, call PAETEC at (800) 962-4772.

## Voice Mail

Shared or individual voice mailboxes can be ordered through Student Access+. Please allow two business days for activation.

## Cable Television

Cable is free until September 9. Use the main jack (living room jack in apartments) for this preview. Subscribe through Student Access+ to continue service after the preview. To activate other jacks in your apartment, bring your GOCard to the UIS Student Service Desk.

## Your Phone and Cable Bill

For long distance, cable television, and voice mail, PAETEC will send an electronic invoice to your Georgetown e-mail address every month. All students are enrolled in PAETEC's standard e-billing rate plan, but you can switch at <http://campuslink.paetec.com/>.

Voice mail costs \$15 per semester for each voice mailbox.

Cable costs \$150 per semester. If you subscribe after September 9 or if you order cable for an apartment bedroom jack, you will also be charged a one-time \$25 installation fee.

Be sure to pay your cable bill on time.

## Getting Help with Phone and Cable

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

E-mail: [techhelp@georgetown.edu](mailto:techhelp@georgetown.edu)

Telephone: (202) 687-4577

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

# Computer Labs

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

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

McDonough School of Business students have different computer lab accounts than other students and can also work in the MSB Technology Center. Contact the MSB Technology Center at (202) 687-4721 or [MSB-HELP@msb.edu](mailto:MSB-HELP@msb.edu) for more information.

## Computer Lab Locations

ICC Student Computer Lab: ICC 100

ICC Graduate Student Computer Lab: ICC 218

St. Mary's Hall 24-Hour Computer Lab and Print Station

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

You can print to a lab printer from your computer. Details are at <http://uis.georgetown.edu/labs/instructions/lpr.printing.html>.

### INTERNET KIOSKS

- Lauinger Library, Gelardin New Media Center
- 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. Visit their Web site at <http://www.library.georgetown.edu/dept/gelardin/>.

## Logging in to Lab Computers

You will log in to computers with your NetID and NetID password.

## Printing in Computer Labs

Printing costs 10¢ per page. Pay with your GOCard debit account at the GOCard reader attached to each printer.

## Getting Help with Computer Labs

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

E-mail: [techhelp@georgetown.edu](mailto:techhelp@georgetown.edu)

Telephone: (202) 687-4577

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

# Electronic Research Tools

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<http://www.library.georgetown.edu>

The Georgetown University Library, comprising Lauinger Library and Blommer Science Library in Reiss 302, provides a variety of electronic research tools:

- GEORGE, the Library's online catalog
- Other online library catalogs, including those of other area universities and the Library of Congress
- Journal Finder, to find more than 33,000 journals (online and print) available from the Library
- Research Advisor, to help select the best databases for your research from more than 330 available databases
- Indexes to articles in journals, magazines, and newspapers, many with full text available online
- Online reference works such as dictionaries, almanacs, and directories
- LiveHelp, an online chat service providing research help from the Library 24 hours a day, 7 days a week
- Electronic class reserves (e-reserves)
- MLA and Turabian style guides on citing sources
- Research guides on women's studies, international industry, foreign policy, and other much-studied topics
- Tips on effective and efficient Internet research

## 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 (video, sound, slide/filmstrip, or 16 mm film) or Location (LAU Gelardin Media Center).

## Accessing Electronic Research Tools

You can access electronic research tools in several areas:

- The reference area on the 3rd floor of Lauinger Library
- Blommer Science Library in Reiss 302
- The Gelardin New Media Center on the 1st floor of Lauinger Library
- UIS computer labs

Most research tools are also available from any Internet connection. Go to <http://www.library.georgetown.edu/advisor> and click the **Off-Campus Access** link.

## Getting Help with Electronic Research Tools

Online: LiveHelp at <http://www.library.georgetown.edu/resource/faq.htm>

E-mail: The "Ask a Reference Question" online form at <http://www.library.georgetown.edu/forms/ask-ref/>

Telephone: (202) 687-7452

Walk-in: Reference 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 first floor of the 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 the Web application 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, or not used at all in others. 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.

### TECHNOLOGY TRAINING

Free technology training classes are conducted by UIS, CNDLS, and the Gelardin New Media Center. Computer-based tutorials are also offered. See <http://uis.georgetown.edu/training>.

# Classroom Technology

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<http://www.library.georgetown.edu/dept/cets>

Classroom Educational Technology Services (CETS) provides educational (A-V) technology and media from the University Library collection to 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, you must make sure it will work with CETS computer projectors.

Make an appointment for testing 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 (MAC adaptor, 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://www.library.georgetown.edu/forms/cets>.

## Getting Help with Classroom Technology

Online: <http://www.library.georgetown.edu/dept/cets/>

Telephone: (202) 687-7491

Walk-in: CETS Service Desk, ICC 121

### WEB DEVELOPMENT

You can apply for an academic Web development account at <http://web.georgetown.edu/>.

# Notes

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# Notes

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# New Student Checklist

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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.

- Secure your home and laptop computers. Install Symantec AntiVirus and set up automatic updates (page 4).
- Get your GOCard for identification and access to your residence hall (page 5).
- Set your permanent NetID password (page 7).
- Get any network cards and cables you still need. Students in some residence halls will also need to borrow a media adapter from UIS (page 9).
- Get your free ResNet CD from the UIS Service Desk for anti-virus software, e-mail and Web browsing software, file transfer software, and instructions for connecting to Georgetown University's Internet service (page 9).
- Make sure you have a Personal Billing Number (page 14).
- Order any phone and cable services you want (page 14).
- Begin the scholarly research and academic integrity tutorial through Student Access+ (page 18). All first-year and transfer students must complete the tutorial before pre-registering for spring semester classes.