

E-ssentials

your introduction to
technology at
Georgetown University

2009-2010

Help Desks Hours of Operation	2
Ethical Computing	3
Secure Computing	4
Your ID and More: GOCard	5
Your Network Identifier: NetID	7
Connecting to the Internet.....	9
Your E-mail Account: Hoyamail.....	15
Hardware and Software	16
Your Records: MyAccess	17
On-campus Phone Services	18
Cable Television	20
Computer Labs	21
Electronic Research Tools.....	23
Your Classes Online: Blackboard	25
Classroom Technology	26
New Student Checklist	28

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

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

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

Monday — Thursday, 8:30 a.m. — 11:00 p.m.

Friday 8:30 a.m. — 10:00 p.m.

Saturday 10:00 a.m. — 6:00 p.m.

Sunday 12:00 p.m. — 10:00 p.m.

Reference and Circulation Desks, Lauinger Library

Monday — Thursday, 8:30 a.m. — 12:00 a.m.

Friday 9:00 a.m. — 10:00 p.m.

Saturday 10:00 a.m. — 10:00 p.m.

Sunday 11:00 a.m. — 12:00 a.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. — 6:00 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 Symantec AntiVirus 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).
- 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

<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 send in their application and photo ahead of time via US Mail or e-mail (gocard@georgetown.edu). 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 (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 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://onlinecardoffice.georgetown.edu>.
- Deposit cash in the GOCard office or at a Deposit Station (see [http://gocard.georgetown.edu/managing/depositing/Deposit Station Location Map-1.pdf](http://gocard.georgetown.edu/managing/depositing/Deposit%20Station%20Location%20Map-1.pdf) 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 Metropolitan 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.

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 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 indicated in their letter. 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 8).
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 will not be changed if a NetID password is changed.

If You Forget Your NetID Password

If you forget your NetID password, visit the UIS Service Desk. Bring your GOCARD or other 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

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 Georgetown University's Internet service through wired ports or the wireless network.

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 (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.

Wireless Network

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

- For PCs: an 802.11b- or g-compatible wireless card (included with most newer laptops).
- For Macs: an AirPort Extreme card or 802.11b- or g-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://airhoya.georgetown.edu/>. Setup instructions are also available on pages 11-14.

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.

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

Connecting to AirHoya (Windows Vista)

Requirements

- Laptop computer with Windows Vista
- 802.11b- or g-compatible wireless network adapter card

Before you buy a new wireless network adapter card, check to see if you already have one. Many newer computers have a built-in wireless adapter or come with a card you can install yourself.

Configure Windows Vista to Connect to AirHoya

1. *Click* on the **Start** button, then *click* on **Control Panel**.
2. *Click* on **Network and Internet**.
3. *Click* on **Network and Sharing Center**.
4. In the **Tasks** pane on the left, *click* on **Manage wireless networks**. The “Manage wireless networks” window will open.
5. In the “Manage wireless networks” window, *click* the **Add** button on the toolbar in the middle of the window.
6. In the “How do you want to add a network?” window, *click* on **Manually create a network profile**.
7. *Type* **HOYAS** in the **Network Name** text area. **Note:** The network name is case-sensitive, so be sure to type it in ALL CAPS.
8. In the **Security type** drop-down box, *select* **No authentication (Open)**.
9. *Make sure* **Start this connection automatically** is checked.
10. *Make sure* **Connect even if the network is not broadcasting** is checked.

11. Click the **Next** button. A window stating *Successfully added HOYAS* will open.
12. Click the **Close** button.

Connecting to AirHoya (Windows XP)

Requirements

- Laptop computer with Windows XP
- 802.11b- or g-compatible wireless network adapter card

Before you buy a new wireless network adapter card, check to see if you already have one. Many newer computers have a built-in wireless adapter or come with a card you can install yourself.

Configure Windows XP to Connect to AirHoya

1. Click on the **Start** button, then *click* on **All Programs**, then **Accessories**, then **Communications**, then **Network Connections**.
2. *Right-click* on **Wireless Network Connection**. Then *click* **Properties**. If there is more than one connection, look for the one with a Device Name that matches your wireless card (the device name will appear when you hover over the connection with your mouse).
3. In the Wireless Network Connection Properties window, *click* on the **General** tab.
4. Click on **Internet Protocol (TCP/IP)**, then *click* on the **Properties** button.
5. Make sure that **Obtain an IP address automatically** is selected (a dot should appear next to it).
6. Make sure that **Obtain DNS server address automatically** is selected (a dot should appear next to it).

7. Click on the **OK** button.
8. Click on the **Wireless Networks** tab. (**Note:** If you do not see the **Wireless Networks** tab, contact the UIS Help Desk.)
9. Make sure **Use Windows to Configure my Wireless Network Settings** is checked.
10. Click on the **Add** button.
11. Type HOYAS in the **Network name (SSID)** field. (**Note:** The network name is case-sensitive, so type it in all capital letters.) Make sure the option **Connect even if this network is not broadcasting** is selected. **Note:** If you do not see this option, contact the UIS Help Desk.
12. Make sure **Open** is selected for **Network Authentication**.
13. Make sure **Disabled** is selected for **Data Encryption**
14. Uncheck **This is a computer-to-computer (ad hoc) network; wireless access points are not used**
15. Click on the **Connections** tab.
16. Select **Connect when this network is in range**. (**Note:** If this option isn't available, contact the UIS Help Desk.)
17. Click **OK** in the Wireless Network Properties window.
18. Click on the **Advanced** button.
19. Select **Access point (infrastructure) networks only**.
20. Make sure **Automatically connect to non-preferred networks** is not selected.
21. Click on the **Close** button.
22. Click on the **OK** button in the Wireless Network Connection Properties window.

Connecting to AirHoya (Mac OS X)

Requirements

- Apple Macintosh laptop computer with Mac OS X
- Apple AirPort wireless network adapter card

Before you buy an AirPort card, check to see if you already have one. Most newer Macintosh laptops have built-in AirPort cards. If your laptop is not AirPort-compatible, you may be able to use another brand.

Configure Mac OS X to Connect to AirHoya

1. *Click* on the wireless signal icon at the top of your screen. (If this doesn't appear, see "There's no wireless icon" below.)
2. **AirPort: On** should appear in gray; if it appears in black, *click* on it.
3. If you see "No Airport networks in range", *move* to another area.
4. *Click* on **Other** from the menu.
5. In the Closed Network window, *type* **HOYAS** in the **Name** text area (must be in all capital letters).
6. Make sure Password is blank.
7. *Click* **OK**.

There's no wireless icon at the top of my screen

1. *Select* **Applications** from the **Go** menu.
2. *Double-click* on the **Internet Connect** icon.
3. *Click* on the box next to **Show AirPort status in menu bar** so that a check mark appears. The wireless icon should now appear at the top of your screen.
4. *Continue* the above setup instructions.

Your E-mail Account: Hoyamail

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

All Georgetown University students receive Hoyamail 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 Hoyamail account to keep in touch with family and friends.

McDonough School of Business graduate students are given GroupWise accounts instead of Hoyamail 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 instead of Hoyamail 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://email.georgetown.edu/>.

Getting Help with Hoyamail

Online: <http://email.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 recommends buying a warranty with your new computer.

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.)

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.

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 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 can request a PBN and account online at <http://campuslink.paetec.com>. Your account number and PBN will be mailed to your Georgetown e-mail address. 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.

Your Phone Bill

PAETEC will send an electronic invoice to your Georgetown e-mail address each month. All students are enrolled in PAETEC's standard e-billing rate plan, but you can switch to a paper bill at <http://campuslink.paetec.com/>.

For rates and information, go to <http://hoyanet.georgetown.edu/>.

Requesting Special Services

If you require any special services (i.e., TTY, fax), call University Telecommunications at (202) 687-4800.

Getting Help with Phone Services

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

E-mail: techhelp@georgetown.edu

Telephone: (202) 687-4577

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

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.

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 on where to obtain, and how to install, the cable box.

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 account and for returning the cable box to RCN. This service is offered on a month-to-month term and can be cancelled during the school year. You must cancel your service account or you will continue to 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 and Southwest Quad (Reynolds and McCarthy).

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/dept/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:

- GEORGE, the Library's online catalog, to find books, journal titles, government publications, electronic resources, DVDs and other audio-visual materials, theses, and dissertations owned by Lauinger Library, Blommer Science Library, Dahlgren Medical Library, National Reference Center for Bioethics Literature, School of Foreign Service 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
- Search & Find: Articles and Databases to select the best databases for your research from more than 500 available
- Search & Find: Journals to find journals (online and in print) available from the Library
- 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)

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/?lmstrip, or 16 mm ?lm) 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 electronic research tools are also available from any computer with an Internet connection. Go to <http://library.georgetown.edu/off-campus> for information about off campus access.

Getting Help with Electronic Research Tools

Click on "Ask Us" at the top of any Library Web page for help.

Online: Click on the "LiveHelp" button for research assistance 24/7.

E-mail: Click on "Email a librarian" on <http://library.georgetown.edu/>, and then get an answer from a Georgetown librarian in one business day.

Telephone: (202) 687-7452

Walk-in: Reference and Information Desk, 3rd floor 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 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 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.

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, and Dreamweaver.

Classroom Technology

<http://cets.georgetown.edu>

Classroom Educational Technology Services (CETS) provides educational (A-V) technology and media from the University Registrar 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 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

Notes

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.

- Set your permanent NetID password (page 7).
- 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).
- Get any network cards and cables you still need. Students in some residence halls will also need to check out a media adapter from UIS (page 9).
- Order cable television services (page 20).
- Review the Georgetown University *Computer Systems Acceptable Use Policy* and the *Copyright in the Information Age* guide (page 3).
- Get instructions for connecting to the Internet at Georgetown (page 9).