

Getting Help

Online Help

See <http://www.georgetown.edu/uis/onlinehelp/>.

UIS HelpDesk (call-in and write-in help)

Phone: (202) 687-4949

Fax for Main Campus: (202) 687-1162

Fax for Medical Center: (202) 784-4646

E-mail for Main Campus: help@georgetown.edu

E-mail for Medical Center: uismedhelp@georgetown.edu.

Regular hours: Monday–Friday 8:30 a.m.–5:00 p.m.

Special hours: See <http://www.georgetown.edu/uis/helpdesk.contact.html>.

UIS Service Desk (walk-in help)

Ground Floor, St. Mary's

Regular hours: 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.

Special hours: See <http://www.georgetown.edu/uis/helpdesk.contact.html>.

Biomedical Academic Computing Center (call-in, write-in, and walk-in help)

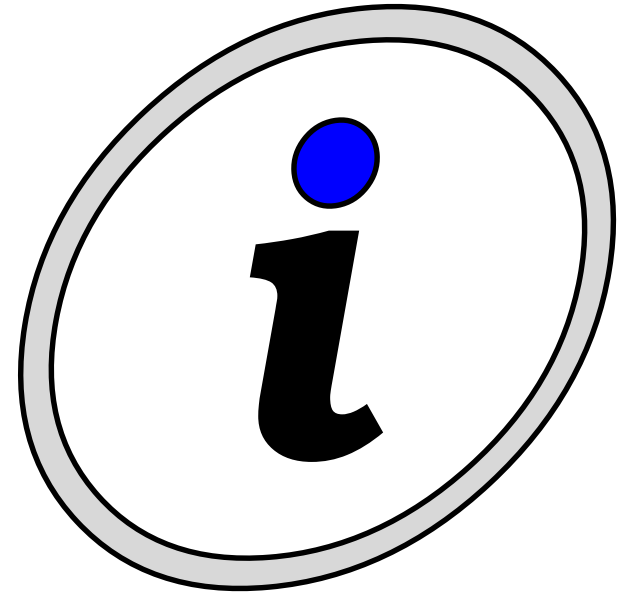
Lower Level, Dahlgren Memorial Library

Phone: (202) 687-1083

E-mail: bacc@georgetown.edu.

Regular hours: Monday–Thursday 8:00 a.m.–10 p.m.
Friday 8:00 a.m.–8:00 p.m.
Saturday 9:00 a.m.–6:00 p.m.
Sunday 12:00 noon–10 p.m.

Special hours: See <http://www.georgetown.edu/dml/services/hours.html>.



introduction to campus *technology*

A QUICK PRIMER TO GET YOU STARTED

Updated Sept. 2002

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Useful Phone Numbers and URLs

UIS HelpDesk: (202) 687-4949

Biomedical Academic Computing Center: (202) 687-1083

Hoya Computing: (202) 687-0640

Computer Repair Depot: (202) 687-7987

Acceptable Use: <http://www.georgetown.edu/technology/use/>

Access+ Systems: <http://www.georgetown.edu/access/>

Center for New Designs in Learning & Scholarship: <http://candles.georgetown.edu/>

Computer Security: <http://www.georgetown.edu/uis/security/>

Dahlgren Memorial Library: <http://www.georgetown.edu/dml/>

Department Technology Reps: <http://www.georgetown.edu/uis/services/dtr/>

GUCalendar: <http://www.georgetown.edu/technology/calendar/>

GUEXpress: <http://www.georgetown.edu/uis/remote/guexpress.intro.html>

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

Hoya Computing: <http://www.georgetown.edu/uis/hoya/>

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

Remote Access Services: <http://www.georgetown.edu/uis/remote/>

Repair Depot: http://www.georgetown.edu/uis/hoya/repair_depot.html

Research, Curriculum & Development Group: <http://www.georgetown.edu/uis/rcd/>

Software Lending Library: <http://www.georgetown.edu/uis/hoya/library.html>

Technology Support Providers: <http://www.georgetown.edu/uis/services/dtr/tsp.html>

UIS Training: <http://data.georgetown.edu/training/>

University Information Services: <http://www.georgetown.edu/uis/>

University NetID: <http://www.georgetown.edu/admin/id/>

Wireless Networking: <http://www.georgetown.edu/uis/wireless/>

Business Applications

- What's available: Several core business applications are available to employees with specialized needs.
- What they do: **Genesys** is used to create and edit personnel and payroll data.
- PeopleSoft Financials** is a financial management system that provides departmental financial and budgetary data.
- PeopleSoft Admissions** is a student admissions system.
- DataWarehouse** allows users to query data compiled from the University's core business systems.
- To get accounts: Accounts on these systems are granted by the system's administrators. See <http://data.georgetown.edu/training/Newemp.htm> for contact information.

Computer Systems Acceptable Use Policy

- Its purpose: The Georgetown University Computer Systems Acceptable Use Policy guides students, faculty, and staff in the acceptable use of computer and information systems and networks provided by Georgetown University.
- To whom it applies: Upon enrollment or employment by Georgetown University, all students, faculty, and staff are bound by the Georgetown University Computer Systems Acceptable Use Policy.
- The full policy: See <http://www.georgetown.edu/technology/use/>.

University GOCard

- What it does: The GOCard is an identification card for people who are affiliated with the University; it is also a debit card that will allow you to use a personal debit account for purchases around campus. Use your GOCard for:
- Building, GUTS bus, and recreation center access
 - Library circulation
 - Vending machine purchases
 - Photocopy and microfiche printing services
 - Purchases at some shops and restaurants.
- To get one: Download a request form from http://gocard.georgetown.edu/gocard_forms.html.
- E-mail the form to gocard@georgetown.edu with a digital photo attached
- or**
- Bring it to the GOCard office in the Leavey Center Clock Tower (202) 687-2700.

- GOCard debit accounts: A debit account is automatically set up when your GOCard is created; you may put money into it at any time. As soon as you deposit funds you can purchase goods and services in many locations on and off campus. For more information about debit card functions, see <http://gocard.georgetown.edu/FAQs.html>.

- Adding money to your account: You can use your Visa or Mastercard to make deposits online at <https://onlinecardoffice.georgetown.edu/georgetown/>. Deposits may also be made with cash at various value transfer stations around campus or by check or credit card at the GOCard Office in the Leavey Center Clock Tower (202) 687-2700.

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University GOCard (continued)

Shared accounts: Shared (global) accounts allow an assigned group of GOCard holders to use departmental or research grant funds for copying or microfiche printing. All Main Campus and Medical Center departments funded by research grants may apply for global accounts. You can only use a global account at a copier with an account override keypad (see http://gocard.georgetown.edu/global_account.html for clarification)

To get a global account: Download an application to open a global account from http://gocard.georgetown.edu/gocard_forms.html.

- E-mail the form to gocard@georgetown.edu **or**
- Bring it to the GOCard office in the Leavey Center Clock Tower (202) 687-2700.

Telephones and Voice Mail

To get them: Your department's administrative assistant or business manager will help you order a phone and voice mail. See <http://www.georgetown.edu/uis/services/telecom.html>.

To use phone and voice mail features: See <http://www.georgetown.edu/uis/help/menu.telecom.html>.

Long distance calls: Long-distance calls may require a long-distance authorization code. See <http://www.georgetown.edu/uis/services/accounts/authorization.code.request.pdf>.

Technology Training

What's Available: Georgetown offers training in multimedia development, Web design and HTML, desktop publishing, statistical programs, and the most commonly used software applications and operating systems.

General training: See <http://data.georgetown.edu/training/>.

Technology orientation: See <http://data.georgetown.edu/training/Newemp.htm>.

Faculty Guidebook for Technology, Teaching, & Research:

Distributed to all faculty, this useful handbook includes information on:

- Faculty support and training opportunities
- Multimedia and Web development centers
- Library research tools
- Copyright information
- Technology available in specific campus classrooms.

Contact your department technology representative if you need a copy. See <http://www.georgetown.edu/uis/services/dtr/> to find your DTR.

Computer-based training:

Computer-based training modules (CBTs) are in-depth tutorials that will enable you to master new software and improve your skills in familiar programs. These tutorials are available through the Web and on CD-ROMs. You can take them at your own pace, at any time of the day or night. See <http://data.georgetown.edu/training/cbt.html> to get a CBT.

Access+ Systems

- What they do: **Employee Access+** is a Web-based program that gives you access to information related to your employment at Georgetown.
- Faculty Access+** allows you to access records about your classes, students, and advisees.
- Financial Access+** allows authorized users to enter purchase requisitions online and view the status of each request.
- Directory Access+** allows authorized users to create and update information in the online (and printed) Georgetown directories.
- OPIR Access+** allows authorized users to view reports published by the Office of Planning and Institutional Research.
- To get accounts: All employees have accounts on Employee Access+; faculty also have accounts on Faculty Access+. Accounts on the other Access+ systems are granted by the system's administrators. You will need your University NetID and password to use the Access+ systems.
- To use your account: See <http://www.georgetown.edu/access/>.

Desktop Computers and Software

- To get a computer: Contact your department's administrative assistant or business manager if you need a computer.
- Administrative assistants and business managers should see <http://www.georgetown.edu/uis/hoya/procedures.html#centrally> for information about how computers are funded.
- What's on a
UIS-supported computer: See <http://www.georgetown.edu/uis/hoya/specifications.html>.
- To get software: Many software packages are available at reduced cost (or no cost) through University site licenses.
- See <http://www.georgetown.edu/uis/hoya/software.html>
- or
- Call Hoya Computing at 202-687-0640.

Your University NetID and NetID Password

- What it does: Your University NetID is a unique identifier used to access computer systems at GU. Many frequently-used systems at Georgetown (e.g., GUMail, Access+, GUCalendar) require a University NetID and password.
- To get one: Your NetID is created automatically when your payroll record is created.
- If you don't know
your NetID: Call the UIS HelpDesk at (202) 685-4949, or (if you have Internet access) go to Georgetown's online directory (<http://data.georgetown.edu/home/contact.html>) and enter your name.

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Your University NetID and Password (continued)

- Using your NetID: Having a University NetID does not automatically give you access to all computer systems or services; you may need to apply to a service's administrator for access.
- Your NetID password: Anyone who knows your NetID password can access (and sometimes change) personal information about you, including: salary information, health benefits, e-mail delivery, class registration, grades, and more. *Do not share your password!*
- Resetting your password: **If you do not know (or forget) your password**
- See <http://www.georgetown.edu/uis/services/accounts/account.reset.facstaff.html>
- or
- Main Campus employees, bring your GU photo ID to the UIS Service Desk on the ground floor of St. Mary's.
 - Med Center employees, bring your GU photo ID to the BACC Service Desk on the lower level of Dahlgren Library.
- Changing your password: **If you know your password and want to change it**
- See <http://www.georgetown.edu/email/Reset.password.html>.

Wireless Networking

- What it does: An extension to our traditional wired network, the wireless network transmits data through the air in radio waves. This allows you to get online in places where data jacks are in short supply (or don't exist at all). You can use the wireless network to check your e-mail, surf the Internet, and perform other Web-based tasks.
- To set up and use wireless networking: See <http://www.georgetown.edu/uis/wireless/>.
- Where it's available: See <http://www.georgetown.edu/uis/wireless/wireless.availability.html> to find out where wireless networking is currently available.

GUExpress Account for Remote Access

- What it does: GUExpress gives you free access to the Internet from your home or any other off-campus location. Connection times are limited to 70 minutes per session. It's a local call to access GUExpress in the Washington metro area. Long-distance charges may apply outside the Washington metro area.
- To get one: All University employees have accounts on the GUExpress system. You will need your University NetID and password to use GUExpress.
- To set up and use your account: See <http://www.georgetown.edu/uis/remote/guexpress.intro.html>.

Your E-mail (GUMail) Account

To get one: All University employees have e-mail accounts on the GUMail system. Your account was automatically created when your University NetID was generated. You will need your University NetID and password to use GUMail. The McDonough School of Business provides a separate e-mail system for its employees; please check with the MSB Technology Center at (202) 687-4721 for more information.

To set up and use your account: See <http://www.georgetown.edu/email/>.

Your Online Calendar (GUCalendar) Account

What it does: GUCalendar allows people to schedule meetings with each other, to search each other's calendars for common free time, to keep track of tasks, and to reserve resources such as conference rooms and portable equipment.

To get one: All University employees have accounts on the GUCalendar system. Your account was automatically created when your University NetID was generated. You will need your University NetID and password to use GUCalendar. The McDonough School of Business provides a separate online calendar system for its employees; please check with the MSB Technology Center at (202) 687-4721 for more information.

To activate and use your account: See <http://www.georgetown.edu/technology/calendar>.

Your Network (Novell) Account

What it does: Your Novell account allows you to access or store files on secure, networked hard drives; print to networked printers; or use networked applications.

Backing up your work: Your Novell account allows you to save your files on a special, secure personal storage space (your home drive) that gets backed up regularly. You are the only person who can access the files you save on your home drive. You can reach the files on your home drive from most computers that are connected to the Georgetown network.

See <http://www.georgetown.edu/uis/help/account.maintenance/backupPC.html>

To get one:

If your department is supported by UIS

- See <http://www.georgetown.edu/uis/services/accounts/account.new.facstaff.html>

or

- Visit the UIS Service Desk on the ground floor of St. Mary's.

If your department is not supported by UIS

- Contact your department's technology support provider.

See <http://www.georgetown.edu/uis/services/dtr/tsp.html>.

Your username: Your Novell username is probably the same as your NetID.

Your initial password: **If your department is supported by UIS**

- Your temporary password will be a capital A followed by the last six digits of your GU ID number (e.g., A456789).

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Your Network (Novell) Account (continued)

- Your initial password: (continued) **If your department is not supported by UIS**
- Contact your department's technology support provider.
See <http://www.georgetown.edu/uis/services/dtr/tsp.html>.
- To use your account: When your office computer finishes booting, you should see a window called Novell Client (it might say Netware Client or something similar). Enter your Novell username and password.
- Changing your password: Your initial password is temporary. The first time you log in, you will be prompted to change the password to a permanent one of your own choosing. *It is very important to change your password at this time.*
- Forgotten passwords: **If your department is supported by UIS**
- See <http://www.georgetown.edu/uis/services/accounts/account.reset.facstaff.html>
- or**
- Visit the UIS Service Desk on the ground floor of St. Mary's.
- If your department is not supported by UIS**
- Contact your technical support provider.
See <http://www.georgetown.edu/uis/services/dtr/tsp.html>.

Logging into Windows

- Windows 95 & 98: No special login is required for Windows 95/98. If a Windows login appears, just click on the cancel button.
- Windows 2000 & XP: Unlike earlier versions of Windows, Windows 2000 and XP require you to log in each time you start. You won't be able to log in for the first time until you have a Novell account and a technician comes out to your desk and configures your computer for you.
- If you were present when the technician was setting up your computer**
1. When the Windows login appears, enter your NetID for your username.
 2. Enter your Novell password for your password, then click on the OK button.
- If you were not present when the technician set up your computer**
1. When the Windows login appears, enter your NetID for your username.
 2. Leave the password blank.
 3. Check the box stating, "Change your Windows NT/2000 password to match your Netware password after a successful login." (This will synchronize your Novell password with your Windows password.) Then click on the OK button.