



University Life
**NEW STUDENT AND
FAMILY PROGRAMS**
George Mason University®

Welcome to Orientation!

Information Technology Services (ITS)



Residence Hall Support

- 2 Main Help Desks
 - Piedmont Hall
 - Eisenhower Hall
- General Help Desks
 - Card access
 - Television and cable
 - Some appliances



Residence Hall Network Support

- George Mason University partners with Boldyn Networks to deliver fast, reliable wireless and wired internet services across all residential halls
- What You Can Expect
 - Simple account setup and easy ongoing account & device management
 - High-speed, reliable connectivity
 - Support for all your devices (*laptops, phones, tablets, smart devices, and more*)
 - Dedicated support for gaming consoles



24/7/365 Support

866-851-7439

gmu.hed.boldyn.com

support.hed@boldyn.com

Student Perks

- Full Microsoft 365 Suite
 - Install on up to 5 devices
 - Word, Excel, PowerPoint, Outlook Access, Copilot Chat, etc.
 - 50GB cloud storage via OneDrive
 - mso365.gmu.edu
- eduroam
 - George Mason's primary Wi-Fi network
 - Provides network access at participating institutions around the world
- Professional Development Training
 - Unlimited via LinkedIn Learning
 - lil.gmu.edu
- Collaboration Tools
 - Zoom
 - Microsoft Teams
- PatriotAI
 - George Mason's suite of generative AI tools
 - patriotai.gmu.edu

Computer Labs

- ITS General Purpose Labs
 - Innovation Hall, Room 301
 - Johnson Center, Room 342
- Other Labs (Not ITS Managed)
 - Computer Science
 - Art and Design
 - Library
 - Many More

ITS Specialized Labs

- Student Technology Assistance Resource (STAR) Lab
 - Multimedia software for audio/video production/editing
 - Game Design Lab
 - Audio/video equipment rentals
- Collaborative Learning Hub (CLUB)
 - Specialized workstations
 - Recording spaces
 - Non-multimedia software
 - VR/AR technology
 - 3D printing

Major Services

ITS provides support for these common student services

- Password Reset/Locked Out of Account
 - 2FA Management
 - Alternate Email Management
 - password.gmu.edu
- Patriot Web
 - Student services portal
 - Registration, Student Accounts, Financial Aid
 - patriotweb.gmu.edu

Major Services

ITS provides support for these
common student services

- Canvas
 - George Mason's LMS for coursework
 - Honorlock
 - Discussion Boards
 - canvas.gmu.edu
- Patriot Virtual Computing Lab (PVCL)
 - Virtual desktop environment
 - Accessible via any PC, Mac, iOS, Android/Chrome device
 - Computer lab software available

Common Questions

- **Computer Repair**
 - ITS does not repair personal computers
- **Adobe**
 - STAR Lab computers are equipped and fully licensed for all users
 - Adobe offers educational discounts; This is not through George Mason

Common Questions

- **IT Helpdesk**

- ITS is not College of Engineering and Computing (CEC). ITS cannot assist with coursework or questions regarding CEC's Information Technology program. There is a separate help desk specifically for CEC programs.

- **Requesting Services**

- While a service may be available to student, certain services can only be requested by faculty or staff. Before requesting a service, please check with the ITS site or your instructor to ensure the service is available to students.

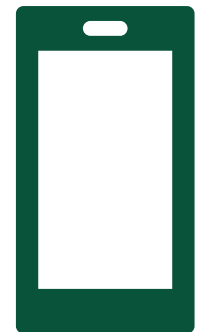
ITS.GMU.EDU

- Full service catalog
- Submit/view/track tickets
- Information about IT outages and phishing

Get IT Support

- Technical Support Available 24/7
- 703-993-8870
- Live Chat

Connect with ITS on Instagram
[@georgemasonits](https://www.instagram.com/georgemasonits)



Thank you!

Please complete this quick feedback
survey for this presentation!

