

GET FAMILIAR WITH IT SECURITY AT MASON



Antivirus Software License

Protect your computer from viruses by downloading the latest free version of antivirus software at itservices.gmu.edu/downloads. Set it to update virus definitions daily.



IT Security Office

The IT Security Office provides information, current tools, and guidelines to keep your computer secure. For information on how to keep your computer and information protected, go to itsecurity.gmu.edu.



Responsible Use of Computing

All users of Mason's computing resources must abide by the Responsible Use of Computing Policy found at universitypolicy.gmu.edu/policies/responsible-use-of-computing.

Be Aware of Phishing Messages

Never give out your Patriot Pass password, MASONLIVE Microsoft Password, or other personal information via email. George Mason University will never ask for personal information over email. If you receive a suspicious email, delete it. If you aren't sure, forward it to support@gmu.edu so it can be assessed.

GET FAMILIAR WITH IT RESOURCES

Collaborative Learning Hub (CLUB)

Software assistance and group collaborative study space

- Johnson Center, Room 311
Fairfax Campus
703-993-3141
club@gmu.edu
club.gmu.edu
- Founders Hall, Room B115
Arlington Campus
703-993-7553
arclub@gmu.edu

Student Technology Assistance and Resource (STAR) Lab

State-of-the-art multimedia computer facility

- Johnson Center, Room 229
Fairfax Campus
703-993-8990
star@gmu.edu

Computer Labs

General access to computers and printers

- Johnson Center, Room 342
Fairfax Campus
703-993-3446
- Founders Hall, Room 211
Arlington Campus
703-993-8226
- Bull Run Hall, Room 250
Science and Technology Campus
(Prince William)
703-993-8499

ITS Support Center

Central point of contact for IT support and information

- Innovation Hall, Room 233
Fairfax Campus
703-993-8870
support@gmu.edu
itservices.gmu.edu



Information Technology Services

GETTING STARTED WITH TECHNOLOGY

STUDENTS



ACTIVATE YOUR MASON ACCOUNTS

Patriot Pass Account Activation



- Go to password.gmu.edu
- Click "here" next to option 1
- Follow the instructions to get your Mason NetID and Patriot Pass password
- Additional information about online accounts is available at strongpassword.gmu.edu

Email Setup



- Go to masonlive.gmu.edu
- Choose "1st Login Instructions"

ITS Support Center



The ITS Support Center is available to answer questions or assist in activating your account. For more information or to request IT support, visit itservices.gmu.edu.

SET UP YOUR COMPUTER HARDWARE, SOFTWARE, AND INTERNET

Patriot Computer Purchases



Patriot Computers provides suggestions on types of computers to purchase and special student pricing. Visit the store in the Johnson Center, Room 133 or compstore.gmu.edu.

Software



Free software is available to students to download at itservices.gmu.edu/downloads. Microsoft Office 365 ProPlus is available to students at no cost via the Microsoft Student Advantage program. To download visit masonlive2.gmu.edu/MicrosoftStudentAdvantage/.

Wireless Network



Wireless networks are available in all residence halls and academic buildings. Visit wireless.gmu.edu for details.

Virtual Computing Lab (VCL)

The VCL remotely delivers software to users, through the Internet, regardless of their physical location or the time of day. To use the VCL, make a reservation with your Mason credentials at www.vcl.gmu.edu.

SET UP YOUR TECHNOLOGY DEVICES — RESIDENCE HALLS

Internet Setup and Computer Support



To use the wired network, your device must have an Ethernet interface and cable to connect to an active jack. To use the wireless network, your device must have a wifi interface and be able to see Mason's wireless networks. For more information go to access.gmu.edu.

Register or Authenticate Devices



Students connecting to wireless or wired networks must register their devices or authenticate using their active Patriot Pass credentials. To register devices, such as smart TVs, printers, and gaming consoles, visit the registration portal at mydevices.gmu.edu.

Residence Halls Assistance



ResTechs, students employed to help fellow resident students with technology issues, are available to assist if needed. For information and assistance, call the hotline at 703-993-5111 or visit restech.gmu.edu.

myMason — Personalized Portal for Students

Email: mymason@gmu.edu | Web: mymason.gmu.edu