

Student Computing Guide

2010-2011 Academic Year

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Code of Conduct

The computing resources and services offered by the Law School and The George Washington University are to be used in a manner that supports the mission of the university in creating a positive academic environment. All users are governed by the Code of Conduct for Users of Computing Systems and Services at GW online at: my.gwu.edu/files/policies/CodeofConductComputingFINAL.pdf

Violations of University policies governing the use of University computing services may result in restriction or termination of access to University information technology resources.

Student Computing Assistance

Student Computing Help Desk @ Law School

In person:	Burns 204, Burns Hall, 2d Floor
Phone:	202.994.0827
Email:	burnshelp@law.gwu.edu
Online:	http://www.law.gwu.edu/Library/Computing or on the Student Computing Portal page

The Help Desk is the primary point of contact for computing issues. The Help Desk staff can assist with issues related to wireless network connectivity, lab computers, lab/notebook printing, portal/email issues, Law School systems configuration assistance, and provide basic troubleshooting advice.

The Help Desk does not provide computer repair services but can help diagnosis the issue and provide guidance on repairs you may need and actions to take.

The Help Desk email account, burnshelp@law.gwu.edu, is monitored by full-time staff from the library's Electronic Services Department. Students should be aware that many issues can not be resolved through email and require a visit to the Help Desk.

Department staff members are available by appointment and can provide further notebook configuration assistance and troubleshooting advice if needed. For an appointment, send an email request to burnshelp@law.gwu.edu

Main University Support: Student Technology Services

In person:	City Hall [950 24th St NW]
Hotline:	202.994.7041
Email:	sts@gwu.edu
Online:	http://gwired.gwu.edu/sts/?url=sts

ISS Student Technology Services (STS) provides technology support for the GW student community. Services beyond those offered by the Law School Help Desk such as computer hardware support, data backup, or factory defaults restoration are available through STS. Walk-in support is available between 9am and 5pm, Monday through Friday.

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Accounts:

Law School Portal

The Law School provides a Student Portal account for all law students. Account requests and troubleshooting can be accomplished in-person at the Help Desk.

Individual portal accounts will provide access to the course pages for which the student is enrolled including access to authorized class recordings. Students should check the Student Portal regularly for important announcements and other information. Access to the Student Portal is available through a link on the Law School home page at www.law.gwu.edu.

The password used to access the portal may be changed by logging into the portal and selecting 'Change My Password' from the navigation menu on the left side of the page. Note that the change will immediately affect login to the portal. There may be a short delay before the change affects login to the wireless network.

Law School Email

Webmail is integrated within the Student Portal. Your email address will be based on your portal account user name. If your username is jdoe then your email address will be jdoe@law.gwu.edu. After logging in to the portal, access to webmail is provided through the 'E-mail' link. Webmail is also accessible at mail.law.gwu.edu. Your Law School email account will remain active after your graduation and for the indefinite future.

Many users choose to auto-forward their @law email into another account like *hotmail.com* or *gmail.com*. The Law School does not guarantee this will work and students should regularly check their GW webmail.

Best Practices Quick Tip #1:

→ Back Up Your Data Regularly

It is important to have a backup copy of all your important data.

USB flash drives can be purchased from the university bookstore, office supply stores, and online retailers.

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University Accounts

Law students commonly use the following accounts available at GW:

GWorld Card (gworld.gwu.edu) - The official university identification card for all students. It is used for access to restricted buildings (such as the libraries) and it has a debit account function that can be used for certain on- and off-campus transactions, including printing in computer labs. It also gives you access to Burns & Gelman Libraries.

Note: Funds can be added to your GWorld card online or by using a vending machine. There are 2 vending machines located in the Burns Law Library: first floor behind the door guard station and second floor in the photocopy room.

GWNetID (<http://www.helpdesk.gwu.edu/accounts/>) - The GW NetID is your electronic identification around campus. A NetID is a single username and password that provides access to the MyGW portal, GWireless, GWmail, Colonial Calendar, Blackboard and other important GW systems. You can also use your NetID to request personal web space (Acad), research space or to access computer labs across campus. Visit the Division of IT Help Desk Account Center to create your GW NetID.

GWMail – University email account using a Google Mail interface. Members of the University community can access email by using their Net ID information.

GWeb Info System - Provides online access to student records and accounts information, including registration. See the Law School Records Office at www.law.gwu.edu/resources for more information, or go directly to GWeb Info System within the myGW portal: my.gwu.edu

Personal Notebook Minimum Specifications

The Law School sets specifications for students' notebook computers to ensure consistent, functional compatibility between its systems and students' computers. Compliance with the specifications determines how many of the systems will work well with students' computers. It also determines the level of support students will receive at the Help Desk.

Important systems at the Law School for which students need compatibility and support:

Connection to the student wireless network; Printing via the wireless network; Exam software ; Streaming class recordings; Off-campus access to certain research sites via the Library's proxy server

Minimum Specifications for notebooks for 2010-2011 Academic Year:

To review these specifications further and to see additional recommendations, see www.law.gwu.edu/Library/Computing under "Notebooks" then "Minimum Specifications."

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-A wireless network card that accommodates 802.11b or 802.11g standards

-At least 2 GB of system memory (RAM)

-Priority Compatibility & Support: English versions of Windows, specifically: Windows 7 (Home Premium, Professional, or Ultimate); Windows Vista; Windows XP (XP Professional or XP Media Center)

-For Compatibility & Support to the Extent Possible: Mac OS X Leopard; Mac OS X Snow Leopard; Windows 7 Starter; Windows XP Home; Non-English versions of Windows.

Computers running Microsoft's Windows operating system (OS) are the standard at GW Law. Maintaining compatibility between Windows OS computers and the systems listed above is a priority for the Law School. Thorough setup and troubleshooting assistance regarding these systems is available for most Windows OS computers at the Help Desk.

Mac OS computers will be supported to the extent possible. Supported "to the extent possible" means:

-While the Law School will strive to establish compatibility between Mac OS computers and Law School systems, some current incompatibilities may persist and others may develop over time.

-Examples of incompatibilities as of February 2010 include: only Windows computers using Internet Explorer and Silverlight are compatible with our system for streaming class recordings; and Mac computers currently are unable to send print jobs through the wireless network.

-If a conflict arises between maintaining system compatibility for Windows OS computers versus Mac OS computers, maintaining Windows OS compatibility will be the priority. (As stated above, Windows OS computers are the standard at GW Law.)

-For Mac OS computers, Help Desk assistance will be restricted to basic setup and troubleshooting, depending on system compatibility status and the Help Desk's developing experience with Macs.

Best Practices Quick Tip #2:

→ Turn On "Automatic Updates"

Automatic Updates keep your computer up to date with Microsoft security patches and other important updates.

It can be turned on via the Start button, Control Panel, Automatic Updates.

Need Help? Come to the Help Desk in Burns 204 or email burnshelp@law.gwu.edu

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Other Devices [Netbooks, Mobile, iPad]

Students wishing to use netbook-type computers at the Law School should consider netbooks' shortcomings. Some models are incapable of running Microsoft Office software, which is used extensively by law students. New models featuring Windows 7 Starter version currently are incapable of using our wireless printing system. Also, many netbooks' power management settings must be reconfigured to improve wireless network connectivity, which negatively affects battery life.

Connectivity with devices other than laptop or notebook computers is possible but is not guaranteed, and Help Desk troubleshooting of such devices is limited.

Accessing the Internet

Available Wireless Networks:

"gwlaw_peap"- This is the primary wireless network for GW Law students. This is the network used to connect to the internet in the Law School. In different areas of the building and around campus you may see other networks as well.

GWLAW_GUESTS- This is another of GW Law Schools networks, though not for general student access. It is used for different events being hosted at the school and students will not have access to it.

gwireless- This is the GWU general wireless network for the entire university, outside of the Law School. It is used by undergraduates as their primary network. You don't automatically have access to this network but if you wish to use it, you can go to the GW Virtual Help Desk (helpdesk.gwu.edu) to create a separate non-Law School account.

Connecting to "gwlaw_peap"

The George Washington University Law School uses 802.1X PEAP authentication for users to gain access its secure wireless network. This authentication method ensures your security by protecting your username and password as well as your data with network encryption. It also provides a persistent connection with less signal-dropping.

To establish access to the wireless network you must complete an easy, one-time configuration wizard. After completing the wizard, your computer or other device will be configured to seamlessly recognize and connect to the wireless network, "gwlaw_peap," while in range of the Law School wireless system. (More details are provided below.)

The wireless network "gwlaw_how_to_connect" is a network established by the Law School solely to run the network configuration wizard, XpressConnect. This easy, one-time wizard will ensure that the network connection settings for your computer or other device are properly configured to connect seamlessly to the wireless network "gwlaw_peap" whenever it is within range.

Need Help? Come to the Help Desk in Burns 204 or email burnshelp@law.gwu.edu

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The XpressConnect wizard currently works on the following computer operating systems: Windows XP, Windows Vista, Windows 7, and Mac OS X. The XpressConnect wizard may work on some non-computer devices, as well.

Tips for running the configuration wizard:

Running the configuration wizard is a one-time process that is completely reversible; all changes to your computer can be undone at any time. During the configuration wizard setup, you will be prompted to enter credentials in step two and then to confirm them towards the end of the setup. Use your Law School portal username and password as these credentials.

Running the configuration wizard can be accomplished from any location where you have Internet access, such as from home prior to returning to the Law School.

- To run the configuration at the Law School, direct your computer or other device to a wireless network called “**gwlaw_how_to_connect**.” This network is designed solely to run the network configuration wizard. Open a web browser and follow the instructions presented on the screen. Note that the final step of the configuration process redirects your computer or other device to the “**gwlaw_peap**” wireless network, to which you will continue to connect each time you use the Law School’s wireless system.
- If you are ready to run the configuration wizard when you are away from the Law School, use a web browser to go to <http://ssl.law.gwu.edu/wifi>. From this page, you can complete key aspects of the configuration process except for the final step (which is to switch to the “**gwlaw_peap**” wireless network). Please note: because you are not in range of the “**gwlaw_peap**” wireless network, you should receive an error screen indicating proper configuration for the network but failure to associate to the SSID “**gwlaw_peap**.” This is simply because you are away from the Law School. If you have successfully completed the wizard up to this final step, once you are in range of the Law School wireless system your computer or other device will automatically connect to “**gwlaw_peap**.”

Best Practices Quick Tip #3:

→ Install Antivirus Software

The Law School can provide Symantec’s Norton Antivirus to students with Windows computers.

This software is available at the Help Desk.

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Wired Network

If your computer is having trouble connecting to the wireless network, there are wired ethernet jacks available in the library on Lower Level 1, and Stack Levels 1, 2, and 3. The jacks are identified by small signs showing the Wired@Law logo. Ethernet cables can be checked out at the circulation desk. The browser will automatically take you to the network access login page. Use your Student Portal username and password to get onto the network. The Wired@Law service will be phased out over future semesters.

Computer Labs & Other Workstations

Computer Labs

There are three computer labs available for law students to use within the Law School. These labs are exclusively for GW Law school students. A Portal name and password is necessary to access these computers. Law computers are configured to wipe clean on logout. Personal files cannot be saved to the computers; a flash drive is ideal for saving personal documents. For security, always log out upon leaving a lap computer station. The computer lab locations are:

- Burns Computer Lab (B203)
- Stuart Computer Lab (Stu203)
- Lower Level 1 Computer Lab (Burns Law Library, Lower Level 1)

Labs operate on the Law School and Library operating schedules.

Email Stations

The Law School also provides email stations in two Law School locations; 2d floor of Stockton near room S201 and the 1st floor of Burns near the library entrance. Email station computers are dedicated to checking law school email and cannot be used for any other purpose. A portal name and password is necessary for access.

Research Computers

Four computers dedicated for research use are located at the Automated Research Center [ARC] in the Library Reference Room. ARC computers provide access to the Library’s online catalog and research databases. Internet access is restricted to authorized research sites. Use for email checking and other computing purposes is prohibited.

JACOB Computers

JACOB is the online library catalog. Throughout the library there are computers dedicated to searching JACOB. Use for email or other computing purposes is prohibited.

Other Labs on Campus

Law students also may use the computer labs and classrooms on the main campus that are operated by the University's Academic Technologies department. These labs feature over 300 Windows-based computers and HP LaserJet printers. To access these computers, law students must obtain a separate account from the University: acadtech.gwu.edu/pages/computingaccount

Printing

Printing is available from lab computers or from wireless notebook computers through the Pharos print management system. Visit the Help Desk to obtain the software to print directly from your notebook computer.

How to Print Using Pharos

1. If you are using a lab computer or a notebook, after clicking "Print" you will direct your job to the Pharos print queue. Print jobs can be released at any Pharos printer on the Law School network [B203, Stu203, Library 1st floor behind guard station, or the Aston Dorm].
2. Within two hours, go to the Pharos Release Station, swipe your GWorld card, and select your print job(s) for printing or deletion. When you select (highlight) a print job on the queue, Pharos will show the number of pages and the job cost in order to inform your decision to print the document.
3. Upon selecting to print a job, your GWorld account will be debited by the amount of the job and the document will be sent to an adjacent printer as shown on the screen.

Best Practices Quick Tip #4:

→ Install Antispyware Software

Spyware infections are not as dangerous as viruses but they are much more common.

Install programs like Adaware and Spybot (which have free versions online) and make sure to run them once a month.

Every time you do a new scan you should also download the new definition files.

Printing Tips:

1. The cost for printing from these printers is \$.07 per single sided page.
2. After sending your document to print, it will remain in queue for 2 hours.
3. When printing from a computer lab, the name of your document will show up in the Pharos queue. When printing from a notebook computer, your print job will be under the username of your computer.
4. For international students using A4 printing, we do not have A4 printing available in the Law School. For help changing your print setting, come to the Help Desk in B204.

Research Related Computing

Library Accounts

The Law Library provides an account for each law student on the library system called a patron record. Your library account permits you to check out circulating and reserved materials, to review your borrowing record online, and to use restricted online research resources while off campus.

Although the creation of your library account is automatic, tying your patron record to your GWorld barcode is not automatic. Entry of your barcode into your patron record requires an in-person interaction at the circulation desk. Ask the circulation staff to scan your GWorld barcode.

You can view your borrowing record online by using the form at <http://jacob.law.gwu.edu/patroninfo>. For online viewing, your patron record will need to include your GWorld barcode.

Library Research Subscriptions

The library subscribes to many research-related online services for the use of law students, faculty, and staff. Access these resources by:

- Searching within JACOB the library online catalog, <http://jacob.law.gwu.edu/>
- Using the "Internet Resources" database listing on the library website: <http://www.law.gwu.edu/Burns/Research/Intresources.htm>
- Using the E-journal finder to locate journal articles in electronic format: <http://ug3pm8hm6g.search.serialssolutions.com/>

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Off Campus Access

Connecting to many of these online services from a computer not on the Law School network is possible by using the library's proxy server. Instructions for using the proxy server are available at <http://www.law.gwu.edu/Library/Research/Pages/proxy.aspx>

Your GWorld card must be linked to the library circulation system for proxy server access to be possible. Visit the circulation desk and ask to have your GWorld card scanned.

LexisNexis & Westlaw

Accounts:

Law Students are provided with password access to these research databases for curriculum-related research. Password and access questions can be sent to burnshelp@law.gwu.edu. Research questions should be addressed to the account representatives from LexisNexis and Westlaw who offer office hours in B205 or by emailing the respective Account Managers.

Printers:

Law students do not pay to print documents retrieved from LexisNexis or Westlaw. Documents retrieved on the Lexis and Westlaw research systems may be sent to the dedicated printers located in Room B205 (Burns Hall, 2nd Floor). Documents located on TWEN cannot be sent to the Westlaw printers in B205. Documents not collected from the LexisNexis and Westlaw printers within a few days of printing will be discarded. Printers and related supplies in B205 are provided by the Account Managers for your convenience while using the Lexis and Westlaw research systems.

Best Practices Quick Tip #5:

→ Do not share your Portal Credentials

The Law School will never ask for this type of information from you through email.

Such emails are fraudulent and are an attempt to compromise network security.

Need Help? Come to the Help Desk in Burns 204 or email burnshelp@law.gwu.edu