

Student Computing Guide

2011-2012 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: <http://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: Computing Support @ GW Law

In person: Burns 204, Burns Hall, 2nd Floor
Phone: 202.994.0827
Email: burnshelp@law.gwu.edu
Online: <http://law.gwu.libguides.com/ComputingHelpDesk>

The Help Desk is the primary point of contact for computing issues. Help Desk staff assist with issues related to wireless network connectivity, lab computers, lab/notebook printing, portal/email accounts, basic virus and malware removal, and provide basic troubleshooting advice.

The Help Desk does not provide computer repair services but can help diagnose 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.

Student Technology Services: Computing Support @ GW University

In person: City Hall [950 24th St NW]
Hotline: 202.994.4948
Email: ithelp@gwu.edu
Online: <http://gwired.gwu.edu/sts/?url=sts>

ISS Student Technology Services (STS) provides full-featured technology support for the GW student community. Services beyond those offered by the Law School Help Desk such as advanced virus and malware removal, computer hardware support, data backup, or factory defaults restoration are available through STS.

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.

Each Student's portal account provides access to personalized course pages and 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 <http://www.law.gwu.edu>, or directly by visiting <https://my.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 and access to the wireless network. There may be a short delay before the change affects login to the Law School email system computer labs.

Law School Email: GW Law Gmail

Students are provided a GW Law Gmail account. GW Law Gmail accounts are 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 into the portal, access to your GW Law Gmail account is provided through the 'E-mail' link. GW Law Gmail is also accessible at <https://mail.law.gwu.edu>. Your GW Law Gmail 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 gmail.com. The Law School does not guarantee this will work and students should regularly check their GW Law Gmail. Students can synchronize their GW Law Gmail with an IMAP or POP client like Outlook or Thunderbird. Instructions for this process are available at <https://my.law.gwu.edu/GMAIL/How%20Tos/Access.aspx>.

Best Practices Quick Tip #1:

→ **Beware of "Phishing" Emails**

The Law School will never ask for your Portal Credentials or other personal information from you through email. Such emails are fraudulent and are an attempt to compromise network security. Please report any such emails to BurnsHelp@law.gwu.edu.

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 value transfer station. There are two value transfer stations 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 for GW systems and services beyond the law school. A NetID is a single username and password that provides access to the myGW portal, GWireless, GWmail, Colonial Calendar, Blackboard and other University 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 <http://www.law.gwu.edu/Students/Records/Pages/Default.aspx> 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:

Student wireless network; Wireless printing network; Exam software; Class recordings; Off-campus access to certain research sites via the Library's proxy server.

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.

Minimum Specifications for notebooks for 2011-2012 Academic Year:

To review these specifications further and to see additional recommendations, visit <http://law.gwu.libguides.com/content.php?pid=230371&sid=1912534>.

-A wireless network card that accommodates 802.11b or 802.11g standards and 802.1X security protocol;

-At least two (2) GB of system memory (RAM);

-At least one (1) USB port is required.

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

-For Compatibility & Support to the Extent Possible: Windows XP (XP Professional, XP Home, or XP Media Center); Windows 7 Starter; Non-English versions of Windows; Mac OS X Leopard; Mac OS X Snow Leopard; Mac OS X Lion.

Windows XP computers will be supported to the extent possible through Spring 2013 when all support for Windows XP will end. Students should make every effort to avoid dependence on a Windows XP computer at GW Law. Supported “to the extent possible” means:

-Windows XP computers most likely will not be compatible with the Law School’s exam software, as the software vendor currently plans to withdraw Windows XP support prior to Fall 2011. In other words, users of Windows XP computers will not be able to use those computers to take their exams (and must either borrow a compatible computer or hand-write their exams).

-As Windows XP nears the date after which Microsoft will provide no further support (April 2014), users should expect to encounter an increasing number of incompatibilities that will not be resolved by the Law School.

-For Windows XP computers, Help Desk assistance will be restricted to basic setup and troubleshooting, depending on system compatibility status and the Help Desk’s assessment of the required level of effort to accomplish such assistance.

Best Practices Quick Tip #2:

➔ **Turn On and Monitor Windows Automatic Updates**

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

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 June 2011 include: only Windows computers using Internet Explorer and Silverlight are compatible with our system for streaming class recordings; GW Law students using the Mac OS version of the exam software have encountered significantly more problems than students using the Windows OS version of the software.

-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.

OTHER DEVICES [NETBOOKS, TABLETS, MOBILE]

Students wishing to use netbook-type computers at the Law School should consider their shortcomings. Some models have insufficient RAM (less than 1GB) for running multiple programs simultaneously. Older models featuring Windows XP Home, and newer models featuring Windows 7 starter, are currently incapable of using our wireless printing system. Also, many netbooks feature low-end wireless cards, which negatively affect wireless network connectivity.

- iPads, late model Android tablets, and some Android phones can successfully connect to the Law School wireless network.
- Blackberry devices (tablets and smartphones) cannot connect to the Law School wireless network.
- Connectivity with devices other than laptop or notebook computers is possible but not guaranteed; 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.

“*GWLAW_GUESTS*”- This is another GW Law School network, though not for general student access. It is used occasionally for 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. Law students do not automatically have access to this network, and need to visit the GW Virtual Help Desk (<http://itsupport.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 to 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.

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*” while in range of the Law School wireless system. (More details are provided below.)

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.

To run the configuration, direct your computer or other device to the Law School 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.

Best Practices Quick Tip #3:

➔ Install Anti-Malware & Antivirus Software

Installing and running weekly scans using anti-malware software is recommended. AntiMalwareBytes, SuperAntiSpyware, and Microsoft Security Essentials are three good choices and can all be obtained for free at the Help Desk or online. The Help Desk can also provide Symantec’s Endpoint Protection to students with Windows 7/Vista/XP computers, and Symantec Antivirus to students with Windows Vista and XP computers.

COMPUTER LABS & OTHER WORKSTATIONS

Computer Labs

There are three (3) 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 lab 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 four email stations on the 1st floor of Burns near the library entrance. Email station computers are dedicated to checking the Law School portal and GW Law Gmail and cannot be used for internet browsing or other purposes. 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, known as a NetID, from the University:

<http://www.helpdesk.gwu.edu/accounts/>.

PRINTING

Printing is available from lab computers or from wireless notebook computers through the Pharos print management system. Mobile devices do not have printing capability. Visit the Help Desk to obtain the software to print directly from your notebook computer.

How to Print Using Pharos

1. Upon selecting "Print" for the file you desire to print, your job will be directed 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, Library Lower Level 1 (LL1), 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.

Printing Tips:

1. The cost for printing from these printers is \$.10 per double sided page (duplex printing option chosen @ \$.05 per side), or \$.07 per single sided page (simplex printing option chosen).
2. Stuart 203 printer is dedicated to print on 3-hole punched paper.
3. After sending your document to print, it will remain in queue for two hours.
4. When printing from a computer lab, your portal username and the name of your file will show up in the Pharos queue. When printing from a notebook computer, your computer username and the name of your file will be in the queue.
5. For international students using A4 printing, we do not have A4 printing available in the Law School. For help changing your print setting, please visit the Help Desk in B204.

Best Practices Quick Tip #4:

➔ **Back-up Your Data Regularly**

It is important to have a backup copy of all your important data. Backing up personal files multiple times per week using an external hard drive or USB Thumbdrive is recommended. High capacity external hard drives can be obtained from the University BookStore, office supply stores, and online retailers.

RESEARCH RELATED COMPUTING

Library Accounts

The Law Library creates an account for each law student, known as a patron record, on the library system. 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 'Guide to Using Online Resources' on the library LibGuides site: <http://law.gwu.libguides.com/electronicresources>
- Using the E-journal finder to locate journal articles in electronic format: <http://ug3pm8hm6g.search.serialssolutions.com/>

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 on the 'Guide to Using Online Resources' LibGuide at <http://law.gwu.libguides.com/electronicresources>.

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 eservices@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 LexisNexis 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 LexisNexis and Westlaw research systems.