

# GW LAW STUDENT COMPUTING GUIDE

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## 1: INTRODUCTION & CODE OF CONDUCT

Computing resources available to GW Law Students can be found throughout the several buildings of the Law School. These resources include general use computer labs, fee-based printing, research facilities, and systems for students using personal notebook computers.

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](http://my.gwu.edu/files/policies/CodeofConductComputingFINAL.pdf)

## 2: HELP

The Help Desk (Room B204 Burns Hall, 2nd Floor, 202-994-0827) is the primary point of contact for computing issues related to the Law School's computing resources. The Help Desk is staffed by student assistants, during posted hours, who can address issues related to wireless network connectivity, lab computers, lab/notebook printing, Law School portal/email issues, Law School configuration assistance, and provide basic troubleshooting advice. *Computer hardware support, data backup, and factory defaults restoration are not available services.* **All notebooks must meet the minimum Law School requirements in order to qualify for Help Desk support.** Required specifications are available at [www.law.gwu.edu/computing](http://www.law.gwu.edu/computing).

Help with Law School computing resources can also be obtained by sending an email to [burnshelp@law.gwu.edu](mailto:burnshelp@law.gwu.edu). This email is monitored by staff from the library's Electronic Services Department and can be used for issues outside the scope of the Help Desk, as well. Department staff members are available by appointment and can provide further notebook configuration assistance and troubleshooting advice.

## 3: ACCOUNTS

The Law School provides all registered students with a Student Portal account. Law students should login regularly to the Student Portal as it is the Law School's primary method for delivering information to students. The Law School also provides and maintains webmail accounts for all law students. These accounts are integrated with the Student Portal.

Your Student Portal user name and password are also used on lab computers to access the internet and to print, as well as to log onto the wireless network.

Law students commonly use several additional accounts available at GW. These accounts include:

**GWid** - The official account number that you will use for most transactions with the university. Your GWid is the letter 'G' followed by an eight-digit number.

**GWorld Card** ([gworld.gwu.edu](http://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.

**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](http://www.law.gwu.edu/resources) for more information, or go directly to GWeb Info System within the myGW portal at [my.gwu.edu](http://my.gwu.edu)

The Law Library provides an account for each law student on JACOB, the library system. The JACOB account permits you to check out circulating and reserved materials, to review your borrowing record online, and to use restricted online research resources from off-campus computers via a proxy server. Although the creation of your JACOB account is automatic, the link to your GWorld card can only be created at the Law Library's circulation desk.

Other GW campus libraries such as Gelman Library (the main university library), require your GWorld card for entrance. Information about accounts with Gelman Library for checking out materials is available at [www.gwu.edu/gelman/service/circulation/borrow/lmstdt.html](http://www.gwu.edu/gelman/service/circulation/borrow/lmstdt.html)

Law students also may use the computer labs outside the Law School which are operated by the University's Academic Technologies department. More information about these labs is available at the Academic Technologies web site ([acadtech.gwu.edu](http://acadtech.gwu.edu)). Law students must obtain a separate account from the University in order to use the Academic Technologies labs and to be eligible for additional university-provided computer services, such as university email, wireless network access beyond the Law School's buildings, and Unix\web server space. For assistance with these non-Law School computing services, go to the GW Virtual Help Desk ([helpdesk.gwu.edu](http://helpdesk.gwu.edu)) and the Academic Technologies site ([acadtech.gwu.edu/pages/computingaccount](http://acadtech.gwu.edu/pages/computingaccount)).

#### 4: LOCATIONS

Computing Resource	Location
Help Desk	Room B204, Burns, 2 <sup>nd</sup> Floor
Automated Research Center (ARC)	Library, Burns, 1 <sup>st</sup> Floor (South)
JACOB Library Catalog Terminal	Library, Burns, 1 <sup>st</sup> Floor (Center)
JACOB Library Catalog Terminals	Library, Burns, Stack Levels 1 - 3 (Center)
Email Stations (8)	Near Room S201, Stockton, 2 <sup>nd</sup> Floor
Email Stations (4)	Alcove, Burns, 1 <sup>st</sup> Floor
Lexis & Westlaw Printers	Room B205, Burns, 2 <sup>nd</sup> Floor
Computer Lab (14)	Room B203, Burns, 2 <sup>nd</sup> Floor
Computer Classroom (15)	Room Stu203, Stuart, 2 <sup>nd</sup> Floor
Computer Lab (4)	Library, Burns, Lower Level 1 (East)
Printer	Room B203, Burns, 2 <sup>nd</sup> Floor
Printer	Library, Burns, 1 <sup>st</sup> Floor Alcove
Printer	Room Stu203, Stuart, 2 <sup>nd</sup> Floor
Printer	Library, Burns, Lower Level 1 (East)
Printer	Aston (dorm), 1 <sup>st</sup> Floor
Wireless Network Coverage	Most Law School Locations are now covered

## **5: CONNECTING NOTEBOOKS – WIRED & WIRELESS**

### **Using the Wired Network**

The primary method of achieving network access at the Law School is to connect to the wireless network named “gwlaw.” As an alternative – such as when your computer is having an issue connecting to the wireless network – you may use the 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.

### **Using the Wireless Network**

Wireless is the preferred method for connecting notebooks to the network for internet access and printing at the Law School. Help Desk assistance with wireless connections is available only for computers with Windows XP Pro or Windows Vista operating systems.

Connecting your notebook computer to the wireless network is a two-step process. First, your computer’s wireless card establishes a connection with the network. Then, you open a web browser and log into the network on a specified web page. Instructions are below.

### **Establishing a Wireless Connection on a Windows XP Pro Computer**

This section of the instructions is for Windows XP Pro computers. If you have Windows Vista computer, move ahead to the next section.

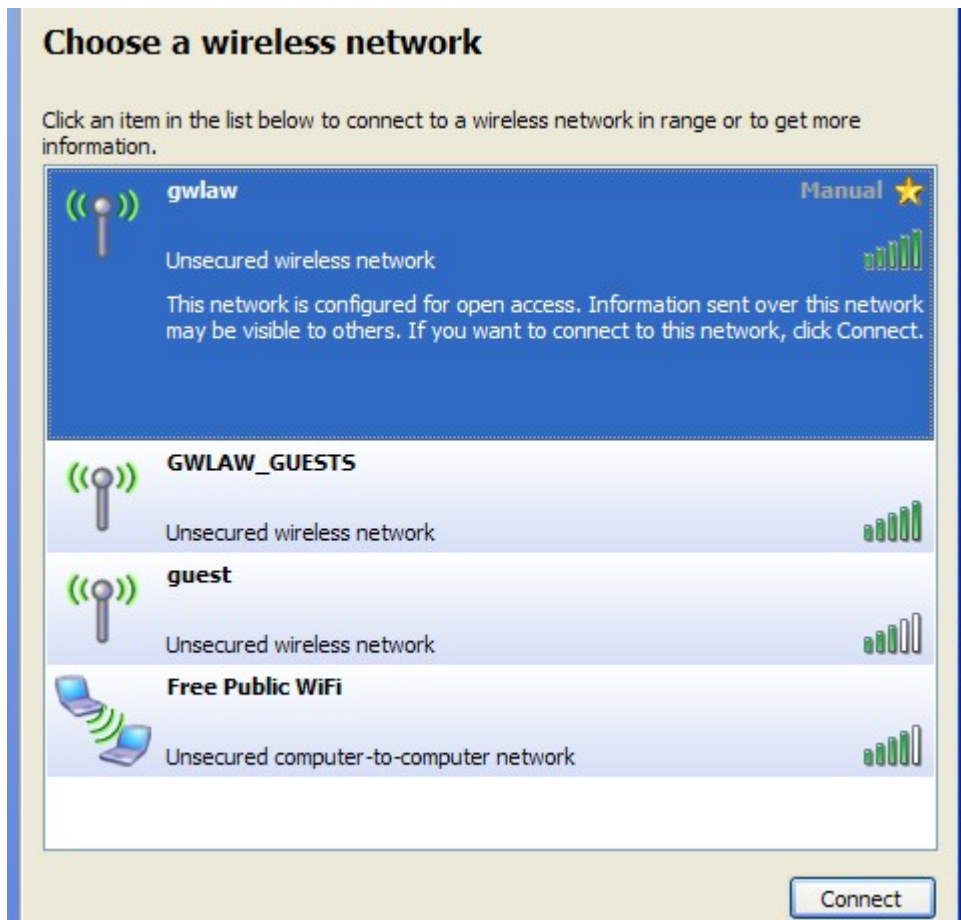
Access points to the wireless network are located in all classrooms and lounges of the Law School, plus Lower Level 1, Stack Levels 1-3, and 2nd Floor areas of the Law Library. This step involves ensuring that your computer’s wireless card identifies and connects to the “gwlaw” network, which is dedicated to law student use.

The preferred method for ensuring a consistent wireless connection as the Law School is to use **Microsoft Windows wireless utility** to create a profile for the connection. (If for some reason you need to use a different utility the steps should be similar to those below; see the Help Desk for assistance.)

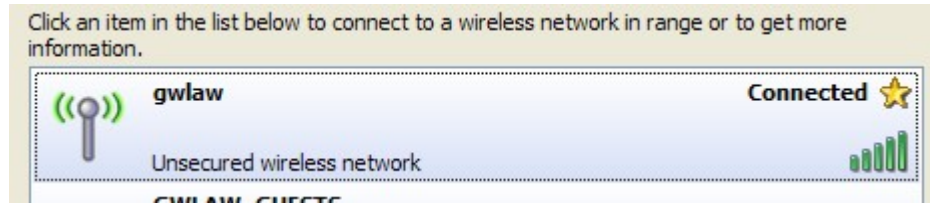
Your computer will automatically discover wireless networks when using the Microsoft Windows wireless utility. Double click the system tray icon or just click on the popup as shown below.



From the list of wireless networks, select 'gwlaw' and click 'Connect.'



After your computer connects to the network you will need to authenticate through a browser, which is described after the next section of these instructions.

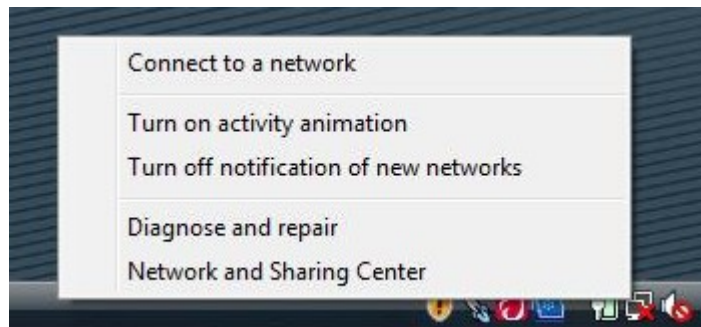


### Establishing a Wireless Connection on a Windows Vista Computer

This section of the instructions is for Windows Vista computers. If you have a Windows XP Pro computer, move back to the prior section or, if those steps are complete, move ahead to the next section.

Access points to the wireless network are located in all classrooms and lounges of the Law School, plus Lower Level 1, Stack Levels 1-3, and 2nd Floor areas of the Law Library. This step involves ensuring that your computer's wireless card identifies and connects to the "gwlaw" network, which is dedicated to law student use.

To ensure a consistent connection to the Law School's wireless network you need to create a profile in the Microsoft Windows wireless utility. Right click on the wireless network icon in the system tray and choose 'Connect to a network,' as below.

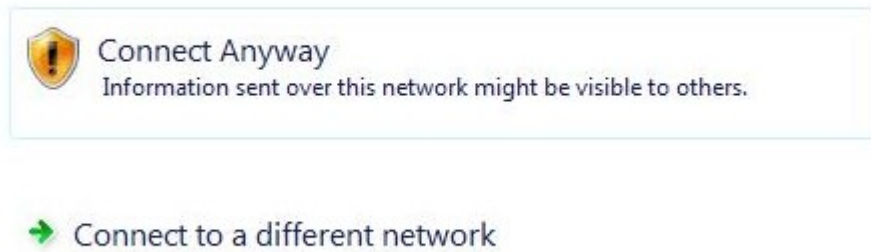


Double click on 'gwlaw,' as below.

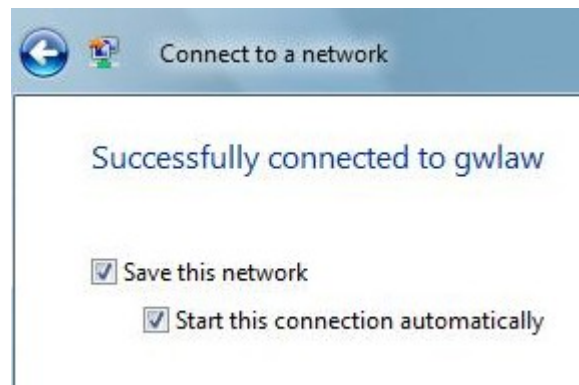


Next, click 'Connect Anyway.'

gwlaw is an unsecured network



Check 'Save this network' and 'Start this connection automatically.'

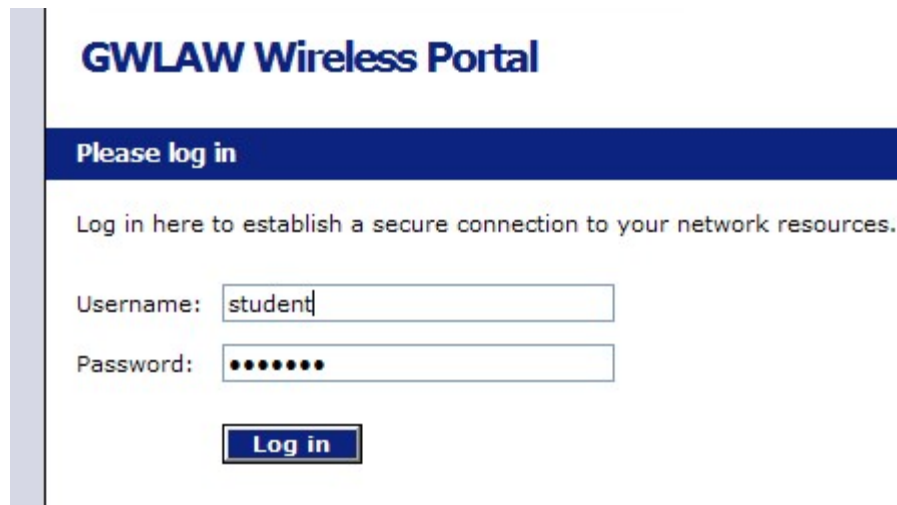


## Setting up Web Authentication

After successfully connecting to the wireless network, launch Internet Explorer. (If using Firefox, be sure to use version 3.) You should be redirected automatically to the login page.

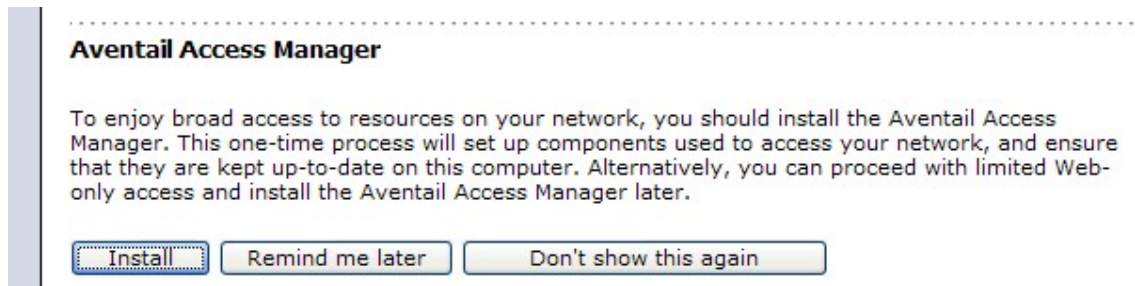
If the login page does not appear, go to it directly: <http://wifi-ssl.law.gwu.edu> If you anticipate having to do this repeatedly, make a bookmark or other shortcut to this address.

At the login page, enter your law portal username and password then select 'Log in.'



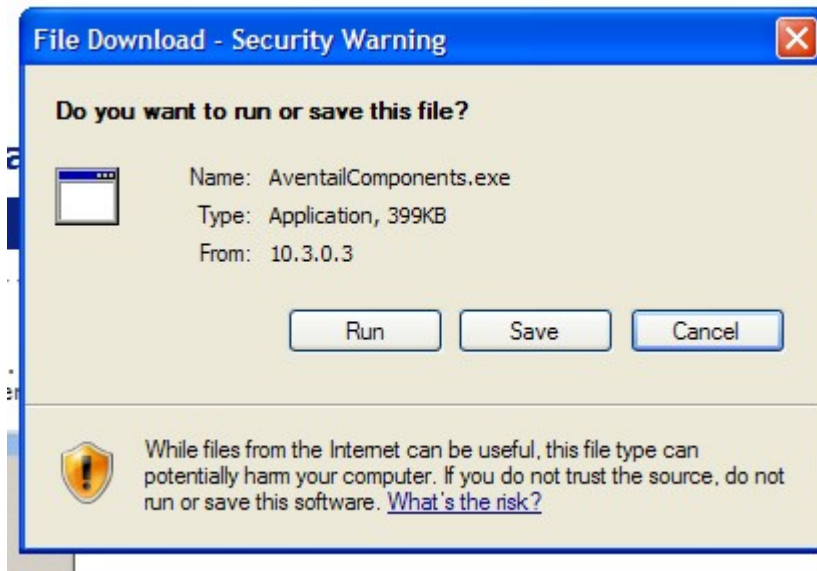
The screenshot shows the GWLAW Wireless Portal login interface. At the top, the title "GWLAW Wireless Portal" is displayed in blue. Below it, a dark blue banner contains the text "Please log in". Underneath the banner, a message reads: "Log in here to establish a secure connection to your network resources." There are two input fields: "Username:" with the text "student" entered, and "Password:" with seven black dots. A blue "Log in" button is positioned below the password field.

Upon the first login with a new browser or computer, you must select 'Install' to install the authentication software.



The screenshot shows the Aventail Access Manager installation prompt. The title "Aventail Access Manager" is at the top. Below it, the text reads: "To enjoy broad access to resources on your network, you should install the Aventail Access Manager. This one-time process will set up components used to access your network, and ensure that they are kept up-to-date on this computer. Alternatively, you can proceed with limited Web-only access and install the Aventail Access Manager later." At the bottom, there are three buttons: "Install" (highlighted with a dotted border), "Remind me later", and "Don't show this again".

Select 'Run' to acknowledge the security warning, as below.



Select 'Run' again, as below.



**\*\*\* Note: once you are logged-in you must leave this browser window or tab open while you are using the wireless network. \*\*\***

## 6: LABS

The main Law School computer lab is located in room B203 (Burns Hall, 2nd Floor). There are 12 Windows computers for online research (including [lexis.com](http://lexis.com) and [westlaw.com](http://westlaw.com)), word processing (MS Office), webmail, and portal access. Room Stu203 (Stuart Hall, 2nd Floor) is another computer lab but with additional study space. This lab is reserved on occasion for instructional sessions but is otherwise available to Law School students. There is also a small lab located inside the Jacob Burns Law Library on Lower Level 1. All three labs have LaserJet printers (\$0.07 per page). There is a fourth printer located in the alcove to the right as you enter the library from the first floor entrance. Online access and printing in all labs require Student Portal credentials. These printers are also available for use from student notebooks.

The computer labs are open during posted hours which typically follow library hours barring specific reservations. There is a modified schedule during school breaks. The Help Desk is located next to the Burns Lab.

Other computer resources available in the Law Library include JACOB (library online catalog) stations located on each stack level and ARC (Automated Research Center) computers. The ARC computers, located in the reference area, provide access to JACOB and other library catalogs, as well as various online research and reference resources. The Internet access at the ARC is restricted to legitimate research sites.

The Law Library subscribes to many research-related online services for the use of law students, faculty, and staff. Links to these services may be found within JACOB (library online catalog) and also in a list on the Law Library web site. Go to [www.law.gwu.edu/burns](http://www.law.gwu.edu/burns) and look under 'Research Tools' then 'Internet Resources.' Access to some services is limited to computers connected to the Law School network (in the labs or via wireless or wired jacks).

Remote access to many of these research services (i.e., connecting from a computer at home or otherwise not on the Law School network) is possible by using the library's proxy server. Look for a link to more information about the proxy server on the Law Library's 'Internet Resources' page. As described prior in this guide (see 3: Accounts), your GWorld card must be linked to the library circulation system for proxy server access to be possible.

The Law School provides several dedicated email stations for quick and convenient checking of Law School email. Eight of these stations are located near Room S201 (Stockton). Four additional stations are located in the 1st Floor Burns Alcove. These stations are intended for accessing Law School email only.

All lab computers are public. Files should not be saved on the computers as all files are deleted on logout. Save files on a flash drive or email them to yourself. The Law School is not responsible for loss of data or damage to flash drives.

Persons not currently and directly affiliated with the Law School may not use the computers in the labs. Lab users must protect their passwords and should logout at the end of their session to avoid unauthorized use under their account. Food and drinks are strictly prohibited in the labs.

## **Other Labs & Computer Services 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. For more information about these labs go to [acadtech.gwu.edu/pages/computingaccount](http://acadtech.gwu.edu/pages/computingaccount)

Law students must obtain an account from the University (separate from a Law School computer account) in order to use the non-Law School labs and to be eligible for additional University-provided computer services, such as University (@gwu.edu) email, Unix/web server space, or wireless access on campus beyond the Law School. For assistance with these non-Law School computing services go to [helpdesk.gwu.edu](http://helpdesk.gwu.edu) as well as [acadtech.gwu.edu](http://acadtech.gwu.edu)

## **7: PRINTING**

Printing is available from lab computers or from wireless notebook computers. In either case this is accomplished with the Pharos print management system. Print jobs are sent to a Pharos queue and then, within two hours, the jobs can be released to any of the dedicated Pharos printers for \$.07/page single sided. Please note that you can not use your own paper in the printers. Envelopes and resume paper printing must be done elsewhere.

Law students do not need to pay to print documents retrieved from LexisNexis or Westlaw. You may choose to send them to the dedicated printers located in Room B205 (Burns Hall, 2nd Floor), which are supplied by LexisNexis and Westlaw. Documents not collected from the LexisNexis and Westlaw printers within a few days of printing will be discarded.

### **Using the Pharos Print Management System**

The experience of printing to the Pharos print management system is slightly different depending on your computer's location.

1. If you are using a lab computer, after clicking "Print" you will direct your job to a Pharos printer.
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.
4. If you are using a notebook computer connected to the Law School network, your print job will automatically be held on the queue under the user account name currently in use on the computer.

5. There is just a single queue for Pharos print jobs sent by lab computers and wireless notebook computers, so you may release your print job at any of the Pharos stations throughout the Law School (B203, S203, 1st Floor of the Law Library, LL1 of the Law Library, and the Aston dorm).

### **Setting Up Your Notebook Computer for Pharos Printing**

Assistance with setting up your notebook computer to send documents to the Pharos print management system is provided by the Help Desk in Burns 204. Instructions and drivers/software are available from the Help Desk, as well. In either case, you should have your Windows CD (or system files disk if you do not have a full version of Windows) available if it is needed to install the necessary print services. If you are not able to set up your notebook computer for wireless printing to Pharos, your alternative is to print the document from a computer in one of the labs.

## **8: PORTAL & EMAIL**

The Law School provides webmail accounts for all law students. These accounts are integrated with the Law School Student Portal. The Student Portal is a vital element of the Law School's information system and provides customized access to announcements and forums both general and course-related. There is also access to other important documents including syllabi, reading assignments, files uploaded by professors, course evaluations, and sample exams.

Law students should log in regularly to the Student Portal as it is the Law School's primary method for delivering information to students. Access to the Student Portal is available through a link at the upper right corner of the Law School home page at [www.law.gwu.edu](http://www.law.gwu.edu). After logging in, access to webmail is in the upper left through the 'E-mail' link. Your Law School email account will remain active after your graduation and for the foreseeable future.

Initially your portal account will be limited to information relevant to admitted students. In mid-August, as the fall semester nears, your account will be converted to a regular student account which includes activation of email. Your webmail 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`

Visit the Help Desk or email [burnshelp@law.gwu.edu](mailto:burnshelp@law.gwu.edu) to report problems with the portal or the email system. Changes to your course schedule made during the add/drop period usually will be reflected in the Student Portal by the end of the next business day.

If you are seeking to recover lost or forgotten portal account credentials you will be asked to complete a "Request for Portal Account Assistance" form, which takes at least one business day to process.

The mail server is [mail.law.gwu.edu](mailto:mail.law.gwu.edu) – you are free to try to use it with software or other email systems in a way that complements your work flow, but it will not necessarily work as expected and support is not available. One likely impediment will be that the server is not available for sending mail other than through a GW Law webmail session. An auto-forward setting is available within

webmail. If this is used, you should be careful to choose whether to keep a copy of all forwarded mail within the account. If you do set up your email outside of webmail you should still check the Student Portal regularly.

### **Creating Your Portal Account & Changing Your Portal Password**

Incoming students are encouraged to establish their portal accounts as soon as possible after being admitted and prior to arriving at the Law School for orientation. Failure to do so may delay your access to key information about your courses and Law School activities. The account registration page is applicable to J.D. and LL.M. students. Prior to fall orientation, portal account creation problems must be addressed to the Law School's Admissions Office. To create your account, go to <https://ssl.law.gwu.edu/Admit/>

The password you use to access the portal may be changed at your discretion by logging into the portal and selecting 'Options' from the set of links across the top of the page. Then select 'Change your password.' Note that the change will immediately affect your login to the portal. There may be a short delay before the change affects your login to the wireless network.

## **9: NOTEBOOK COMPUTER BEST PRACTICES**

### **1. Back Up Your Data Regularly!!!**

It is very important that you always have a backup copy of all your important data. USB flash drives can be purchased from the university bookstore or office supply stores.

### **2. Turn Automatic Updates On**

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.

### **3. Install Antivirus Software**

The Law School can provide Symantec's Norton Antivirus to students with Windows XP Pro computers. This software is available at the Help Desk or it can be downloaded from the Library Services area of the Student Portal.

### **4. Install Anti-Spyware Software**

Spyware is 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.

### **5. Do not answer any email messages asking for private information like your Student Portal username and password.**

The Law School will never ask for this type of information from you through email. These emails are fraudulent and are an attempt to compromise network security.