

---

## Use of technology inside and outside the classroom -- Spring 2021

---

Fri, Jan 8, 2021 at 1:17 PM

Dear Students,

I'd like to provide you with some relevant information with regards to your use of technology inside and outside the classroom this spring. Since there's a lot of information in here, we plan to link this Memo to the [student IST page](#) for your future reference.

### IST Service Desk Hours and Contact Information

The [Service Desk](#) will operate remotely this spring and remain open from Monday-Friday from 8am-6pm and Saturday from 8:30am to 5pm. You can email the Service Desk at [lawhelp@georgetown.edu](mailto:lawhelp@georgetown.edu) or use the [Service Center portal](#).

### Zoom and attending online classes (Zoom updates for spring):

1. Login to Zoom with your Georgetown credentials: It is important when accessing Georgetown classes via Zoom to [log in to your Georgetown Zoom account first](#). Once you do so, you can follow the next instructions to access your online class sessions via Canvas.
2. Accessing your online course: Students will use the “[Join Online Class](#)” link in their [Canvas](#) course to access their online Zoom sessions. If you do not see a Canvas course site for your class, please contact your instructor. You can also [launch the meeting from this web page](#) by selecting the link associated with your classroom (check the [Curriculum Guide](#) to find the classroom). Please be sure your class is currently meeting before using this form! [Students on the waitlist may use this form to attend classes in session.](#)
3. Security: Due to security upgrades, faculty and students MUST use Canvas to access their online Zoom sessions as the former links have been changed to include embedded passwords. Links provided from previous semesters will probably not work with spring courses.
4. Zoom Help: You can find information for downloading and signing into Zoom as well as support documentation for participating in a Zoom session. Please be aware that other campuses use Zoom differently in some cases from the Law Center and not all documentation will pertain to your experience. Email [lawhelp@georgetown.edu](mailto:lawhelp@georgetown.edu) if you have questions about this.

## Lecture Capture

Georgetown University uses [Panopto](#) as our enterprise lecture capture technology. As in past semesters, all Law Center courses will be recorded (with some exceptions). Please view the [current recording policy](#) for more information. Additional information about how to access lectures and how students can make special requests for lecture access, please visit the [IST Panopto website](#). Please note that access to lecture videos is dependent on faculty approval and is not immediate.

## Canvas Learning Management System

Georgetown Law Center uses [Canvas](#) as its official learning management system. Students can access course materials and communicate with other students and instructors through Canvas. There is a Canvas site for each course offered. Students also access lecture recordings via Canvas. Please note that while the majority of faculty do use Canvas, not all faculty store materials there. Contact your instructor if you are unsure about where to locate course materials.

In addition, some faculty post materials on the [Law Center Supplemental Course Materials](#) Canvas site. Students can also view the first week's assignments for their courses by visiting the [Law Center Reading Assignments](#) Canvas site. *Note that both of these sites are different from the specific course site that your professor may use to post course materials. These two Canvas sites are available to all students, including students who are not enrolled in the course.*

## Microsoft Office 365

Please make sure you use [yourNetID@georgetown.edu](#) for accessing [Office 365](#).

## GOCard Office Hours and Contact Information

The [Law Center GOCard office](#) will remain open by appointment on Tuesday from 9:00 am – 3:00 pm and operate remotely from 9:00 am – 4:00 pm. A GOCard staff can be reached by email at [LawGOCard@georgetown.edu](#) or by phone at 202-662-9915.

## Password Change

Georgetown University has recently instituted a complex password requirement for your NetID. More information will be forthcoming on when and how to do it.

## Emergency instructions

When you return to campus, you will see that Emergency Instructions are posted in all of the classrooms to guide members of our community and visitors in the event of an emergency. Please be aware of the location of exits in the event of a fire or other emergency. You may also review the content of the emergency instructions on our [Emergency Management website](#).

## Technical advice:

- [Hardware](#): If you need to buy a computer, here's our hardware recommendation which includes ZOOM specific information as well as the basic requirements for our Exam Management system.
- [VPN](#): The University cannot provide or recommend specific VPNs for student use.

- **Home Network:** If you find that your home network seems slow or unresponsive, we have provided some troubleshooting steps you can follow to hopefully address the issue.
- **Zoom:** Please make sure you always have the latest version of Zoom installed.

## Printing

Printing has so far been suspended during the time we're online. We're exploring ways to make some printing available to students and plan to notify you if that changes.

I'd like to wish everyone a great spring semester. We're here to help with all of your technology needs through our **Service Desk**. Please do not hesitate to reach directly to me if your technology needs are not being met inside or outside the classroom.

Best,

George

**George Petasis** | Assistant Dean of Technology and Chief Information Officer  
GEORGETOWN LAW | [george.petasis@law.georgetown.edu](mailto:george.petasis@law.georgetown.edu)  
[600 New Jersey Avenue NW](#) | [Washington DC 20001](#)  
Office: 202.662.9004  
**Website** | **Twitter**

For all your technology needs, please contact our Service Desk:  
[lawhelp@georgetown.edu](mailto:lawhelp@georgetown.edu) | 202.662.9284 | AV Requests

