STUDENT use of technology inside and outside the classroom -- Fall 2021

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 Fall. This Memo will be linked to the student IST page for your future reference where you can also find the CIO Orientation presentation for students.

IST Service Desk Hours and Contact Information
The Service Desk is open from Monday-Friday from 8:00am-6:00pm and Saturday from 8:30am-5:00pm during the semester. You can email the Service Desk at lawhelp@georgetown.edu or use the Service Center portal.

Zoom and attending online classes (Zoom updates for Fall):
Even though most classes will be onsite this fall, there might be cases where your class will be either online or hybrid. In those cases, please use the following instructions when joining remotely and plan to bring your laptop to class if you plan to attend a hybrid class onsite.

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/hybrid course**:** Students will use the "**Join Online Class**" link in their Canvas course to access their online/hybrid Zoom sessions. If you do not see a Canvas course site for your class, please contact your instructor. Please note that unless your class has been designated as "online", or you have been granted permission to attend class online, students are expected to attend classes in person.
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 the Spring semester will not work with Fall 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.

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). Recordings are "hidden" by default unless your instructor has chosen to "opt in", or make recordings available by default. Please view the current recording policy for more information and consult your instructor if you have questions about their recording choice. Additional information about how to access lectures and how students can make

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. 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 main course that your faculty member will use to post course materials.*

Microsoft Office 365
Log in using [yourNetID@georgetown.edu](#) to access [Office 365](#). Access will be available for incoming students by this Wednesday, 8/25.

Wi-Fi
A critical update to our SaxaNet security certificates was implemented recently. Please make sure to review and accept the certificates if you have trouble accessing the internet via SaxaNet -- detailed instructions can be found at our [Wi-Fi section of our website](#). We're currently troubleshooting a connectivity issue at the McDonough building with some mobile Apple devices on SaxaNet. If you encounter this issue, please join SaxaNet from another building.

GOCard -- Hours & Mobile Credentials
The [Law Center GOCard office](#) is open by [appointment](#) Monday – Friday from 9:00 am – 5:00 pm. We are very excited to offer you the use of mobile credentials in lieu of a physical card. Once you upgrade to the mobile card, your previous physical card will automatically be retired and will no longer work -- Georgetown University only allows one card per cardholder. Please follow the provided steps in order to enroll in the [Mobile GOCard](#) -- it's important that you follow all the steps in order to correctly install your Mobile Card on your smartphone. Please keep in mind that you need to be in full compliance with the [university COVID protocol](#) for your GoCard to be operational.

Emergency instructions
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](): There are several aspects that influence the type of machine you need to have during your studies at Georgetown Law. The hardware recommendation 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.

Printing

Please find printing information at the [student section of the IST website](). There's a new Printer Management software called Papercut that has come to replace Pharos. We are working with our main campus partners to make mobile Printing available by this Friday, 8/27. In the meantime, you can print through a browser per the [provided instructions]().

I'd like to welcome everyone back onsite and wish you a great semester. We're here to help with all of your technology needs. Please be aware that there is a high volume of calls in the first few days of classes which might delay assistance. Wherever possible, please use the instructions provided at the [IST website]() for self-help with regards to Printing, Wi-FI and mobile credentials.

Please do not hesitate to reach out to me directly if your technology needs are not being met inside or outside the classroom by our [Service Desk]().

Best,

George

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