

# GEORGETOWN UNIVERSITY

## Capitol Campus

To view this email as a web page, go [here](#).

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 memo will be linked to the [student IST page](#) for your future reference.

I'd like to wish everyone a great summer semester. We're here to help with all of your technology needs so please do not hesitate to reach out to our [Service Desk](#) as needed

Best,

George Petasis  
Assistant Dean for Information Technology  
Chief Information Officer

### IST Service Desk Hours and Contact Information

The [Service Desk](#) hours for the Summer semester are (Monday after Commencement to Sunday before Orientation):

- Monday - Friday, 7:30 a.m. to 6:30 p.m.
- Saturday - 8:30 a.m. to 5:00 p.m.
- Sunday - 8:30 a.m. to 5:00 p.m. (During Summer classes)

You can email the Service Desk at [caphelp@georgetown.edu](mailto:caphelp@georgetown.edu) or use our appointment scheduling portal for all your IT needs. We are located at McDonough Hall, room 152.

### Classroom Recordings and Recording Policy

Georgetown University uses Panopto as our enterprise lecture capture technology. **Classes will NOT be automatically recorded unless the instructor of the course opted to record.** Please, ask your instructor whether they have opted-in to have the class recorded and whether recordings are made available to all enrolled students or only upon request.

In recorded classes where faculty opted to make recordings available only on request, students must use the [Lecture Accommodation link](#) in their Canvas course to request access to a class recording. Please note that student requests to access lecture videos are submitted to the faculty who must approve them, so access will necessarily be delayed.

If a class is not recorded, students may ask faculty directly to record individual class sessions that they must miss because of religious observance. Requests should be made with sufficient advance notice to give the processor time to review the request and, if granted, to notify IST to record an individual class session.

Information about recording access and guidance for requesting access to recordings is available on the [Lecture Accommodation site](#) which can also be accessed via Canvas. In addition, make sure to read the updated [Classroom and Event Recording Policy](#) for general information regarding not only lecture and event recording, but also appropriate use of recordings.

**\*Zoom Class Recordings** - Please note that if your instructor holds class via Zoom, they must choose to record the session and must initiate the recording manually; Zoom classes will not be recorded automatically. Students can ask their instructor to record a Zoom session before or during the class, or can remind them to initiate the recording once the session has begun. These recordings are not automatically added to course Panopto folders.

### Zoom and Attending Online Classes

Please note that unless your class has been designated as a Distance course or a class session has been moved to Zoom by your professor, students must attend classes in person. [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.

- **Accessing your online course**: Students will use the [Zoom Conferencing](#) 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.
- **Zoom Help**: You can find information for downloading and signing into Zoom as well as support documentation for participating in a Zoom session.
- **Pronouns**: You now also have the ability to enter and display your pronouns in Zoom.

### Canvas Learning Management System and Course Information

- 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.
- Please note that all Canvas course sites will be automatically published at **11:59PM on May 19, 2026**. Contact your instructor if you are unable to access your course site after that time.
- 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.  
Student access to Law Center Canvas course sites will be removed following the

conclusion of the semester. This means that students will not have access to Canvas courses from past terms.

- Students will continue to have access to current courses throughout the exam period. Please view the [Canvas Student Access/Retention site](#) for more information.
- Please be aware that due to the new recording retention policy (December 2025) class recordings will only be available for 21 days.
- Students can 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.

Students can also find additional course information by visiting the [Georgetown Law Curriculum Guide](#).

### SeatGen Seating and Name Recording Application

SeatGen allows students to utilize features which include:

- Audio Recording of Student Names- students will be able to record their name pronunciation for playback by faculty.
- Add Name Attributes
  - Pronoun
  - Phonetic name pronunciation
  - Title
- Student self seating- students are now able seat themselves if setting is enabled by instructor or support staff

For information on how to use the new features available in SeatGen, please consult The [Student SeatGen User Guide](#) and ask your instructor if they are using SeatGen.

### Google Gemini

Students can claim a Google Gemini License by [opting-in](#). More information about AI at Georgetown can be [found here](#).

### Microsoft Office 365

Use your [NetID@georgetown.edu](mailto:NetID@georgetown.edu) to access [Office 365](#) and install MS Office on your computer.

### 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.
- **[Wi-Fi issues at Gewirz](#)**: Gewirz residents can [report Wi-Fi issues with this form](#).

## Printing

Please find printing information at the [student section of the IST website](#) including printing costs.

## GOCard -- Mobile Credentials

If you are new to Georgetown, 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 install your Mobile Card on your smartphone correctly. We have also implemented a new "Tap and Go" process at all the Law Center entries where a DPS officer is present, except for McDonough, to speed up entry and increase security.

## 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](#) – please pay attention to the Evacuation Assembly areas in the [Emergency Reference Guides](#). Please make sure your [HOYAlert subscription](#) information has your current contact info to stay informed on closures and other emergency messages from the Law Center.

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Georgetown Law

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