Help when you need IT

How to use this guide

Welcome to Georgia Tech! This guide will introduce you to the technology and related support services provided by Georgia Tech.

The Technology Support Center, located in Clough Commons, Suite 215, provides GT account management, wireless configuration, virus and spyware removal, OIT software distribution, how-to clinics, and more.

The TSC staff is available:

• By phone from 8:00 a.m. to 5:00 p.m. Monday through Friday
• In person from 8:00 a.m. to 6:00 p.m. Monday through Friday
• By email 24/7 at support@oit.gatech.edu

For a complete list of support services as well as valuable links to additional resources, or to request help online, visit the TSC website at http://tsc.oit.gatech.edu

For the various campus locations mentioned in this guide, please visit: http://map.gtalumni.org/campusmap.pdf

OIT recognizes and understands the need for immediate assistance. Though it’s difficult, we strive to accommodate that need as best we can.

F.A.Q.s are developed based on our experiences serving the Georgia Tech community and are the topics we’ve found most helpful. This repository constantly grows as new questions arise and new technology integrates into Georgia Tech.
LIVING ON CAMPUS?

Wreck Techs in the Housing one-stop-shop for all resident student network and technology support needs. Our Wreck Tech associates provide support for the wired/wireless network and cable television services throughout Housing Facilities. The Wreck Techs also provide hardware/software support for computers, networkable consumer electronics, gaming systems and smart mobile devices.

During Fall move-in week and weekend we will be available to answer questions related to your technology needs at the East Community Housing Office (ECHO), and the West Community Housing Office (WCHO) and available for walk-in support at our Wreck Techs Lounge (Brittian Rec, behind the Brittian Community Restaurant) and Wreck Techs Garage (Curran Street Parking Deck, near Wing Zone) locations. Wreck Techs will also be in the Residence halls during move-in week to assist you with networking your devices, scanning televisions and answering any questions you might have.

PHONE: (404) 894.0044
EMAIL: support@wrecktechs.gatech.edu  WEB: wrecktechs.gatech.edu

SEE WEBSITE FOR CURRENT HOURS

If you have questions about connecting to the Georgia tech network, registering your device(s) or scanning your television, let the Wreck Techs know. We are here to help!
GETTING STARTED

GT Account
To get access to the campus network, you will use your assigned GT Account. Passport is the user portal for all GT Account self-service functions, including most account and password related issues.

http://passport.gatech.edu

Some campus services may require your gtID#. You can find your number under the barcode on the front of your BuzzCard.

More than just a photo ID, your BuzzCard can be used for admission to campus events, purchases, meal plans and more. You can manage your BuzzCard at: http://www.buzzcard.gatech.edu

Email
Your default email address is your GTAccount@gatech.edu, but you can create your own custom email alias after activating your account and logging into PASSPORT at http://passport.gatech.edu.

Your GT email address will be automatically forwarded to the email address supplied on your application. You can change where your GT email is forwarded to, or request a GT mailbox for your tenure as a student in PASSPORT too!

Buzzport
Buzzport is Georgia Tech’s campus portal system. Buzzport makes it easier for students to locate and access the web resources that they need at GT.

Buzzport provides one-click access to many of the most popular applications at GT while providing students with dashboard views to course pages and registration.

http://buzzport.gatech.edu

T-Square
T-Square is a collaboration and learning environment powered by the Sakai platform, a free and open source product.

Many instructors use T-Square as an online collaboration tool to post announcements, class materials, assignments, grades, and other class related resources. Students can also use it to create their own collaboration spaces outside of courses.

T-Square: http://t-square.gatech.edu/portal
Online Training

Georgia Tech has unlimited online training via [http://lynda.gatech.edu](http://lynda.gatech.edu), which is free for all students when you use your GTIDs. Lynda is an online subscription service that offers courses in the latest software tools and skills through high-quality instructional videos taught by recognized industry experts.

There are more than 1,100 courses available, and new titles are being added weekly. Lynda courses are designed for all levels of learners and are available whenever you’re ready to learn. Certificates of Completion are available for anyone who completes the course tests. You can view it on your iPhone or iPad, too.

Please visit [http://lynda.gatech.edu](http://lynda.gatech.edu) 24x7 for courses in topics such as AutoCAD, C++, Adobe Photoshop, XML, Dreamweaver and more.

LAWN (Wireless/Wi-Fi)

Georgia Tech LAWN (Local Area Walkup & Wireless Network) access is enabled for all students, faculty, and staff with a valid GT Account. With very few exceptions, every building at Georgia Tech has wireless coverage, including all classrooms and most labs, common spaces, and offices. Wired LAWN ports are available in a variety of locations around campus.

LAWN works with most modern laptops, smart phones, and other devices that support Wi-Fi (802.11a/g/n/ac). All student laptops must support both 5Ghz and 2.4Ghz Wi-Fi (referred to as dual-band) for use on campus. Dual-band 802.11ac is the recommended configuration for all Wi-Fi devices.

Most Wi-Fi-enabled devices and operating systems can connect to LAWN using the “GTwifi” wireless network (SSID). Once selected, enter your GT account username and password, accept the gtwpa.lawn.gatech.edu certificate, and (if necessary) select “PEAP” for the EAP type and designate “MS-CHAPv2” as the authentication method.

If your device does not support WPA-Enterprise (required for use on the “GTwifi” SSID) or for specific information about configuring your devices for LAWN please visit [http://www.lawn.gatech.edu](http://www.lawn.gatech.edu), WreckTech, or the Technology Support Center.
The Office of Information Technology supports student computing spaces in the Student Center and the Library Commons. These spaces are designed for individual and group productivity and include hardware and software specific to the academic learning environment.

For more information on OIT computer labs/clusters, visit: http://www.oit.gatech.edu/service/computer-labs/computer-clusters

### Student Center
The Student Center Computer Cluster is located on the 2nd Floor of the Student Center near the music listening room. The space offers thin client computing with access to the virtual desktops, black-and-white and color printing, and is the location of the CentralPS pickup bins.

### Library Commons
The Office of Information Technology in partnership with the Georgia Tech Library offers student computing spaces to assist students during his or her academic career. As the Georgia Tech Library is preparing for the Library Next and renewal of the Library spaces, all computing services have been relocated to the Price Gilbert Library. The spaces include:
- West Commons (LWC)
- 2West
- Multimedia Studio
- Lewis H. Beck Multipurpose Room

For more information on The Commons, including computer availability, software, and upcoming events, visit http://library.gatech.edu

### Library West Commons (LWC)
The LWC Productivity Computer Cluster is equipped with a wide variety of productivity software such as MATLAB, Microsoft Office, and AutoCAD. There are also several flat-bed scanners in the horseshoes of the cluster.

### Library 2West
The second floor of the Library West Commons provides additional group collaboration/study areas with moveable furniture, whiteboards, walk-up computers, individual study areas, and hardware and software to enhance the group collaboration process.
Multimedia Studio

The Multimedia Studio is equipped with high-performance Mac workstations and a variety of multimedia applications including the Adobe Creative Cloud Suite, iMovie, and Final Cut Pro. The studio also includes plotter printing services, large platform scanners, and staff who are available to answer questions related to multimedia projects and assist with plotter printing.

Lewis H. Beck Multi-purpose Room

Located inside the Multimedia Studio, this room can accommodate video teleconferencing, professional audio recording, presentation rehearsal space, and a mini classroom. The room is equipped with an Mbox Pro audio interface, Yamaha HS80M reference speakers, acoustical paneling, Mondopad touchscreen teleconferencing system, and 10 multimedia laptops. A full list of additional hardware and software is available inside the multimedia studio. The room is reservable via GTEvents for students, faculty, and staff at http://www.gtevents.gatech.edu.

VLab

The VLab (Virtual Lab), funded by Technology Fees, enables remote access to software formerly only available in campus computer labs. Every student has access to the campus VLab environment. Your specific access to the VLab resources, such as school-operated environments, will depend on your class enrollment. Additional information is available at http://mycloud.gatech.edu

Departmental Computer Labs/Clusters

Additional computer labs and clusters are available across campus and are traditionally maintained by the respective schools and colleges. Talk to your program director or advisor for information about computer accessibility within departments, as well as any additional software requirements as part of your major.
Printers and Options
Much of the printing on campus for students is managed by the Office of Information Technology via the Pharos system. Printing options in most locations include a variation of Black, Color, & Staple (black printer that can staple and hole-punch jobs). Most printers have Letter (8½x11”) and Tabloid-sized (11x17”) paper. Some departments choose to only stock letter size. All printers default to simplex (single sided), but this can be changed in the printer dialog settings.

Weekly Allocation
Students receive an allocation of $2.20 each week for printing at any Pharos pay-for-print location on campus. The allocation resets every Friday at 12:01 a.m., and any remaining balance does not rollover from one week to the next. Prints are $0.04 per page for the Black and White printers and $0.19 per page for the Color printer. If you exhaust your allowance, prints are deducted from your BuzzCard funds. If you need to put more money on your BuzzCard, you can make cash deposits at any Buzzcard Value Transfer Station or with a credit card on the BuzzCard website.

Releasing Jobs
All jobs sent from computer labs/clusters must be “released” at the Pharos Release Station located near the printers. After swiping your Buzzcard, you will see pending jobs, the total charge for each print, the amount of unused print allowance, and available funds on your BuzzCard. You will have the option of releasing the prints or deleting them.

GEORGIA TECH RELEASE STATION
EACH WEEK YOU WILL RECEIVE $2.20 = 55 BLACK/WHITE PAGES
THE PER PAGE CHARGE IS
$0.04 BLACK/ WHITE      $0.19 COLOR

Mobile Printing
Pharos Mobile Printing allows for printing from any web-enabled device including Androids, iPhones, and tablets. To print to any printer except central-ps, navigate to MyPrintCenter (http://myprintcenter.gatech.edu). This site is ONLY accessible on a campus network (VPN, GTWifi, etc.) MyPrintCenter acts much like an online release station. From here you can upload and manage your print jobs.

You can also email files as attachments to:
• print@gatech.edu - B/W double sided
• printblack@gatech.edu - B/W single sided
• printcolor@gatech.edu - Color single sided
Laptop Printing

Students may send print jobs from their own computers to a printer by downloading and installing the OIT laptop print packages available at http://software.oit.gatech.edu. Keep in mind that you must be on the campus network (via a wired connection, VPN, or on LAWN) in order to use Pharos laptop printing. With the exception of Central-PS, mobile jobs will be released like other prints via the release station next to the printer or managed by MyPrintCenter (http://myprintcenter.gatech.edu).

Central Printing

Central-PS is a print service that is different from the traditional pay-for-print service in that print jobs are printed offsite and delivered to bins in the Student Center Computer Cluster at designated times. There is a quota of 1200 pages allocated at the beginning of each semester for printing larger print jobs via the Central-PS service. Before you print to Central-PS, you should keep the following in mind:

• You must be in the Pharos system (accomplished by just swiping your Buzzcard at a Pharos pay-for-print station) before sending a print job to Central-PS.

• You access the system at http://central-ps.gatech.edu. There you can upload files or download a package to install on your computer which works very similar to the Pharos packages.

• Copyright infringement is strictly prohibited. Failure to adhere to Institute policy will initiate infringement processing.

• Anticipate a 2½ hour turnaround. Jobs sent after 3:00 p.m. should not be expected until the next day’s delivery time.

• You do not need to release Central-PS prints.

• You can pick up your Central-PS prints in the lockers located in the Student Center Computer Cluster.*

Delivery Times

Monday-Friday  9:00 a.m., 12:30 p.m., 4:30 p.m.
Saturday-Sunday  no deliveries

* After two weeks, unclaimed prints will be recycled.
Office 365

Office 365 is the same Office you already know and use every day, but now it’s powered by the cloud so you can access your applications and your files virtually anywhere at anytime.

OneDrive for Business is a web-based document storage and collaboration service that includes the Office Online web applications - Word, Excel, PowerPoint, and OneNote. You can work on a PowerPoint presentation at the same time in real time with your project teams or send a draft of an assignment to your TA for comments!

Skype for Business is an online meeting and instant messaging service that is shared across all of Georgia Tech. You can meet with your project groups online with video and audio and shared desktop capabilities, attend virtual office hours with your TA, or instant message a classmate for yesterday’s notes.

Outlook is one of the email services offered on campus. You can request a GT mailbox in PASSPORT (http://passport.gatech.edu), or you can keep using your personal mailbox!

Visit https://office365.gatech.edu to get started!

GT Journey

GT Journey is a way for students, faculty, and staff to develop ideas and solutions, find technical support and resources, advertise and access campus data, and share applications and experiences.

Visit http://m.gatech.edu on your smartphone, tablet, or laptop to explore campus applications built by your fellow students; including bus tracking, maps, directory, augmented reality tours, and more. To get involved, visit http://gtjourney.gatech.edu.
Student Computer Ownership

Recommended Hardware

Form Factor: Notebook. (A netbook or tablet should not be used as the primary computing device.*) A minimum of 4 hours of battery life is required.

Processor: 64 bit Multi-core processor or better.**

Memory: 8 GB or more. For best performance, we recommend that you install as much memory as affordable at the time of purchase.

Primary Hard Drive: 128GB solid state drive or 250GB hard disk drive or larger.

Networking: Dual-Band (2.4 GHz/5 GHz) Wireless 802.11n capable.

Accessories (optional): Dongles for connecting to an external display or projection device may be required, An external DVD writer for ultrabooks or computers without DVD drives, USB flash drive, Ethernet cable (15’ recommended), Laptop anti-theft cable lock, webcam and microphone is recommended.

Learn more about Georgia Tech Student Computer Ownership at http://sco.gatech.edu

Free & Discounted Software

The Office of Information Technology has made agreements with various software distributors in order to supply the campus with their software needs. To download available software including mobile and print packages and links to other sources of free and discounted software, visit the online distribution page at http://software.oit.gatech.edu

Anti-Virus Protection

The Technology Support Center and WreckTech recommends and supports Microsoft Security Essentials, Sophos and Apple Xprotect and recommends their use to protect against viruses or malware. www.oit.gatech.edu/service/desktop-laptop-security/anti-virus-software.

For Mac OS X, Apple has a solution called XProtect built-in to the OS and it runs invisibly in the background. However, if you would like to make sure that PC files that you receive are not infected, then we recommend that you use the free Sophos software. Get Sophos from http://www.sophos.com. For more information on Mac OS X XProtect, follow this link: http://www.thesafemac.com/mmg-builtin/

Words to the wise: Cyber crime is a very real issue throughout the world and is an increasing threat everyday. Because Georgia Tech is well recognized and is a formidable target for hackers worldwide, it is best to educate yourself about how to keep your systems secure. Working together and raising awareness is the best defense. Visit the Technology Support Center in Clough Commons for information on what you can do to make sure all of your computing devices are safe.

Learn more about Georgia Tech Student Computer Ownership at http://sco.gatech.edu
Important Security tips

In an effort to reduce attacks on the Georgia Tech infrastructure, as well as to emphasize the importance of securing the “end points” that access the Georgia Tech network, OIT offers the following tips to help keep your computer and the GT infrastructure secure:

- Back up your computer regularly and keep software applications, operating systems, and security patches current.
  
  

- Create strong passwords and do not share them with anyone for any reason. A strong password has a minimum of 11 characters, including a combination of numbers, upper and lowercase letters, and special characters (such as !@#$%^&*).

- Log off, lock your screen, or use a password-activated screensaver when stepping away from your computer.

- Limit the amount of personally identifiable information such as social security number, income tax records, credit card numbers, and banking information you store on your computer. Limit the amount of personal information you post when using social networking technologies such as Facebook and Twitter.

- Consider purchasing theft protection services, such as LoJack, that can assist with tracking, locating and recovering a stolen laptop or desktop computer. Unattended laptops are an easy target for theft.

- Register your laptop with the GT Police Department by completing the form located at [http://police.gatech.edu/services/property/](http://police.gatech.edu/services/property/). This assists GTPD with returning your computer if found. If your computer is lost or stolen, immediately contact the GT Police Department at (404) 894-2500 to obtain a police report.

- Illegal downloads, uploads, installs, copies, storage, or redistribution of copyrighted material such as music, movies, software applications, and television shows is against Institute policy. Take a moment to read the [Georgia Tech Computer & Network Usage and Security Policy](http://policylibrary.gatech.edu/information-technology/computer-and-network-usage-and-security).

- Access to Georgia Tech’s computers and networks is a privilege and students are responsible for reading and being compliant with this policy.