



**GSAPP IT
NEEDS YOU**

GSAPP IT & AV
ARE HIRING!

TO APPLY: gsappIT@arch.columbia.edu
gsappAV@arch.columbia.edu

GSAPP AV Orientation

What & Who is AV?

- What does AV do?
 - AV facilitates classroom technology and Event technology – both online and in person
 - Zoom Training Recordings available on GSAPP AV webpage
- Chris Day
- Nick Martucci
- Student Workers

Who to contact:

- General questions
 - Email: avrequest@arch.columbia.edu
 - Emergencies: 212.853.7777
- Remote Learning Information:
 - FAQ on the AV page: www.arch.columbia.edu/audio-video-office/faq
 - AV Hybrid Pedagogy (including Zoom): www.arch.columbia.edu/hybrid-pedagogy

GSAPP IT

Email: gsappit@arch.columbia.edu

Website: www.arch.columbia.edu/it-support

GSAPP IT provides online and in-person (limited during Covid) technical support to all GSAPP-owned software/hardware

Need assistance?

- You can submit a ticket here: www.arch.columbia.edu/help
(desktop shortcut available on studio computers)
- OR, simply email: askGSAPPIT@columbia.edu

CUIT

(Columbia University Information Technology)

Website: <https://cuit.columbia.edu>

Email: askcuit@columbia.edu

CUIT provides technical support for most CU systems, network, Lionmail & UNI issues

- Having Lionmail issues?
 - Wi-Fi issues?
- Can't login to Courseworks?
 - CU sites/tools?
 - UNI issues?

Email askCUIT

Computer Access During COVID-19

Direct Computing:

1. Direct Studio Access (with 3 day rotations for social distancing)
2. Design Software (Autocad, Rhino, Adobe, etc.) for Personal Laptops

Remote Computing:

3. VPN/RDP to Individually Assigned GSAPP Workstation
4. VPN/RDP to Studio Assigned (spare) GSAPP Workstation

**Working Remotely:
VPN>RDP Connection Comparison Chart**

Network Parameter	Ideal Network Scenario	Problematic Network Scenario
Network Speed	>100Mbps up/down	<25 Mbps up/down
Connection	Ethernet	WiFi
Network Type	Fiber/broadband	DSL
Multiple Connections	Unshared	Shared

Working Off-Campus (UPDATED 09/02)

The best way to work off-campus is using your own computer with the required software installed locally. Remoting in is a great alternative, but if the remote computer experiences a problem (network issues, power outage, frozen computer, etc.), it can only be addressed during regular business hours, Monday thru Friday 9am to 5pm.

Available software to install on your own computer: <https://www.arch.columbia.edu/it-support/software>

Minimum Specs

Processor: 3.0 GHz 4 Core i7 Series with SSE4.2 support
RAM: 32GB Dual Channel
Disk Type/Space: SSD/500 GB
Display: 1920 x 1080 Resolution with True Color.

Graphics: OpenGL 4.6 with 6GB RAM
Nvidia Quadro 2000 or higher
Nvidia GTX1060 or higher
Nvidia Quadro 2000 or higher
AMD WX7100 or higher

Recommended Specs

Processor: 3.0 GHz 8 Core i9 Series or Xeon w/ SSE4.2 support.
RAM: 64 GB Dual Channel
Disk Type/Space: SSD/1 TB
Display: 1920 x 1080 Resolution with True Color and 500 NITS.

Graphics: Nvidia OpenGL 4.6 with 8GB RAM
Nvidia Quadro RTX 4000 or higher

Remote Desktop Protocol (RDP)

Guide and instructional video to remote into GSAPP computers: www.arch.columbia.edu/hybrid-pedagogy

REQUIREMENTS:

- Windows 10 (RDP should come by default with Windows) or
- Mac OS (RDP application is found in App Store)
- Internet speed of about 100 Mbps, up & down
- VPN with Duo Mobile
- Working phone number (For
- UNI & Password
- A working antivirus (Malwarebytes)

IMPORTANT THINGS TO NOTE:

- MFA: Multi Factor Authentication
- VPN: Virtual Private Network
- RDP: Remote Desktop Protocol
- If you experience any difficulties, further support can be obtained by submitting a ticket to GSAPP IT.
- **Do not shutdown the remote computer!**
- Each student is entitled to one free license for an endpoint of your choice. cuit.columbia.edu/malwarebytes

Ensure you only log into your assigned or authorized computer!

Local Solutions (Tiers 1-2)

Tier 1

Local laptop + GSAPP provided software

With recommended hardware specs for local laptop

i9 or Xeon processor, 64gb RAM, Nvidia Quadro 4000

Tier 2

Local laptop + GSAPP provided software

With minimum hardware specs for local laptop

i7 3Ghz/4 core processor , 32gb RAM, Nvidia Quadro 2000

Remote Only Solutions (Tiers 3-6)

Tier 3:

- **Network Speed:** 100/100Mbps
- **Local Connection Type:** Directly wired into the modem (via an Ethernet cable)
- **Network Sharing:** Not Shared (dedicated, unshared connection to WiFi router & Broadband modem)
- **Broadband Connection Type:** Broadband 100/100mbps (Fiber-broadband) NO DSL, NO Cell 4G

Tier 4

- **Network Speed:** 50/50Mbps
- **Local Connection Type:** Directly wired into the modem (via an Ethernet cable)
- **Network Sharing:** Not Shared (dedicated, unshared connection to WiFi router & Broadband modem)
- **Broadband Connection Type:** Broadband 50/50Mbps (Fiber-broadband) NO DSL, NO Cell 4G
- N, AC, or WiFi-6 Dual- Band WIFI Router required (**Closest Proximity to WIFI Router is recommended**)
- Personal Client hardware must also have AC to WIFI-6 standard Dual-Band capabilities built into their laptop.

Remote Only Solutions (Tiers 3-6) Cont.

Tier 5:

- **Network Speed:** 25/25 Mbps
- **Local Connection Type:** WiFi
- **Network Sharing:** Not Shared (dedicated, unshared connection to WiFi router & Broadband modem)
- **Broadband Connection Type:** 25/25Mbps (Fiber-broadband) NO DSL, NO Cell 4G
- N, AC, or WiFi-6 Dual- Band WIFI Router required (**Closest Proximity to WIFI Router is recommended**)
- Personal Client hardware must also have N, AC, or WIFI-6 standard Dual-Band capabilities

Tier 6:

- **Network Speed::** 25/25Mbps
- **Local Connection Type:** WiFi
- **Network Sharing:** Shared (shared connection to WiFi router & Broadband modem)
- **Broadband Connection Type:** 25/25Mbps (fiber or cable broadband) NO DSL, NO Cell 4G
- Some features may need to be disabled causing lower fidelity .(graphical software performance may suffer)

Remote Desktop Protocol (RDP) Troubleshooting

Beside your assigned computer, your studio will have a dedicated shared computer that can be used in case of emergencies.

Please note that this computer should only be used temporarily while you wait for your own computer to be serviced. It should be kept available as much as possible so it can be ready to use by anyone in your studio.

- RDP is not connecting?

- * Ensure you are connected to a reliable internet connection
- * Ensure you are connected to the VPN
- * Ensure you are using the correct UNI credentials

- Having display issues when using a specific application?

- * Try **restarting** the **remote** computer (ensure you DON'T shutdown)

- Having RDP issues after hours?

- * Remote into your studio's spare RDP computer (ensure no one else is using it)

Details about your studio's spare RDP computer will be posted here:

<https://www.arch.columbia.edu/hybrid-pedagogy/rdp>

- If there's an emergency, have a deadline and it's after hours?

- * Email gsappit@arch.columbia.edu (a member of our team will address as soon as possible)

- We will be hosting daily remote connection support sessions, starting 06/03

Please check back here on/after 06/03 for more details

<https://www.arch.columbia.edu/hybrid-pedagogy/rdp>

Software Information

Adobe Suite

- You will be granted a named-license that is attached to your Lionmail email address. It allows you to be signed into two devices at one time.
- Open Adobe Creative Cloud app to sign in
- To create your password, select the “forget password” option and enter your Lionmail email address

Rhino 6

- Do not sign into Rhino on your GSAPP computer as this will remove the license. (for GSAPP computers, personal computers are ok)

Some software made available for personal computers

- Autodesk suite
- Adobe suite
- ArcGIS
- Rhino 6
- Vray

Other

Backup and Sync

- As a CU student, you get unlimited Google Drive storage using your Lionmail account. Backup and Sync is the preferred and recommended method to backup your work as it is secure and cloud-based. Detachable media, such as thumb drives, run the risk of going corrupt, physical damage, loss or theft.
Please note: If your assigned computer has a secondary drive (labeled D), you should set up your Backup and Sync to sync to that drive.

Print Allowance

(per semester)

1300 black & white prints

125 color prints

When printing 8.5 x 11, each page counts as one (per side)

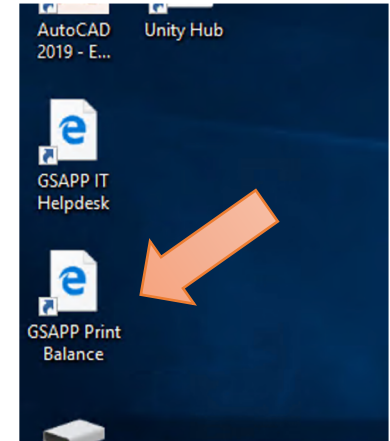
When printing 11 x 17, each page counts as two (per side)

Additional prints can be purchased at the Output Shop*

\$1 per color print

\$0.20 per b/w print

*purchased using your Flex card only



If you run into any printing issues, please submit a ticket so we can troubleshoot and credit back your print(s).

Do not submit the job multiple times.



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