

Home Computers on Mesa

First Time Mesa Login (on campus)*

1. Connect computer to Ethernet on campus. Mesa login will not work otherwise.
2. Login using your netid and password.
3. Using Ctrl-Alt-Del, select "Sign Out"
4. Disconnect computer from Ethernet.
5. Sign in using your netid and password to confirm access when not connected

NOTE: If you do not connect via VPN or Mason-Secure every 60 days, your computer will lose Mesa access and the first time you connect on campus you will no longer be able to sign onto your computer.

VPN Instructions: <https://its.gmu.edu/service/virtual-private-network-vpn/>

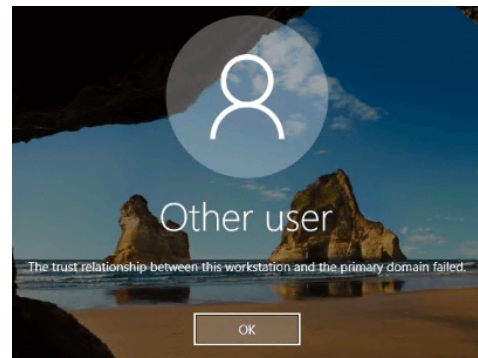
How to Maintain GMU Computer Used at Home

1. Windows computers are joined to Mesa to ensure access to updated software when available through Self Service and access to Mesa shares from home when VPN connected.
2. VPN/Mason-Secure Wireless – You should always connect the VPN when working from home or connect to Mason-Secure Wireless when on campus. This will ensure your licenses for Office and Windows remain active, and prevent your computer removal from Mesa.
3. You should connect monthly to "check for updates" and ensure your laptop is receiving and installing needed Windows and Office updates. You need to maintain a VPN connection until updates are successfully completed. A restart may be necessary.

How to Update (Change) Your Netid Password on Your Laptop

1. Go to password.gmu.edu and change your password as usual.
2. If not already signed in, sign onto your laptop using your old netid password.
3. On your laptop, connect to the VPN using your new netid password.
4. Using Ctrl-Alt-Del, select "Lock".
5. Sign back in using your new netid password.
6. Using Ctrl-Alt-Del, select "Sign Out".
7. Sign back in using your new netid password.

If you get this message "trust relationship failed", you will need to contact ITS at 703-993-8870 or COS IT support at cosit@gmu.edu to schedule an appointment to get your computer added back to Mesa. They will need access to your computer. It's much easier to avoid this by connecting to the VPN or to Mason-Secure monthly and ensuring your updates are done.



* Instructions for first time login from off campus on next page.

How to Login to MESA for the first time (off campus)

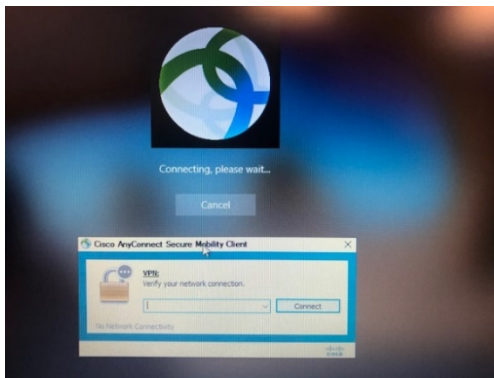
1. Click on Wi-Fi (Network) symbol and connect to your home network.



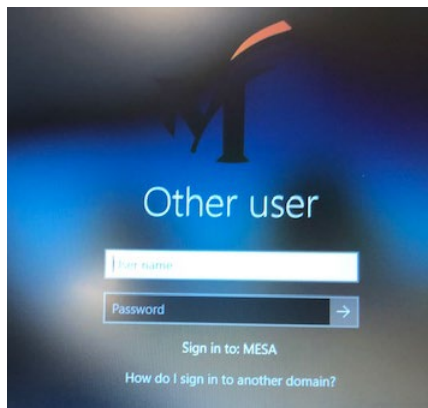
2. Once connected to Wi-Fi. Click on the VPN icon.



3. Type in the name of the VPN you wish to connect to. In most cases, this will be the GENERAL network, vpn.gmu.edu/general and then click "Connect".



4. Enter your netid and password when prompted. You will need to authenticate using your primary 2factor authentication device (normally Duo Mobile).
5. Click on "Other User" and sign in using the username: MESA\netid and your password. Please pay attention to the slash (normally above the enter key on keyboard).



6. Sign out while still connected to the VPN to ensure your credentials are cached.