

Helpdesk GHP Guide

Frequently Asked Questions

•How do I access library computers?

GHP faculty, staff, and students will need to use **Method #2** on a library password lookup station to retrieve the **GALILEO password** in order to log on to the library computers. If you are not listed in the system, **please speak with the Circulation Desk** (to our right).

•How do I print at the library?

GHP faculty, staff, and students will need to **purchase a guest printing card at the Circulation Desk** (to our right) in order to print at the library. Alternatively, a **GHP-specific printer** will be set up and can be accessed from the **GALILEO lab on the 2nd floor** of the library.

•Where can I go to use a computer if the library computer labs are occupied?

GHP computer labs have been set up in **West Hall** (rooms 261, 256, 262) as well as the **University Center** (rooms 2038, 2036, 1193).

•Can I connect to the VSU network?

GHP **faculty and staff** should contact **Auxiliary Services** to request guest wireless access. **Students are not eligible for guest wireless access.** Finally, due to a change in our security policy, **wired network access is not available** to faculty, staff, nor students.

•Am I eligible for VSU accounts?

Aside from the guest wireless account listed above, **VSU accounts are not available to GHP faculty, staff, nor students** (e-mail, personal web space, etc.)

Important Contacts

Auxiliary Services

Auxiliary Services handles **guest wireless access and general technical support for GHP faculty and staff.**

•**Phone:** 229-333-5706

•**E-mail:** auxit@valdosta.edu

IT Helpdesk

Contact the IT Helpdesk to **report malfunctioning VSU-owned computing equipment** and for **file recovery assistance.**

Phone: 229-245-4357

E-mail: helpdesk@valdosta.edu

Web Form:

<http://www.valdosta.edu/helpdesk/forms/help.php>

Odum Library Circulation Desk

The Circulation Desk will help you **locate a specific book, check out books, send faxes, or purchase guest printing cards.**

Phone: 229-333-5869

Web Form:

<http://www.valdosta.edu/library/forms/circulation.php>

Odum Library Media Services

Media Services will assist you with **audio, video, or image editing projects.**

Phone: 229-333-5863

E-mail: media@valdosta.edu

Web Form:

<http://www.valdosta.edu/library/forms/media.php>

Odum Library Reference Desk

The Reference Desk will help you with **research-related questions, such as locating books related to a particular topic.**

Phone: 229-333-7149

Web Form: <http://www.valdosta.edu/library/ask.php>

Tech Shop

The Tech Shop handles **technology purchases** and technical support for equipment **not owned by the university.**

Phone: 229-219-1398

E-mail: techshop@valdosta.edu

