Valdosta State University

INFORMATION TECHNOLOGY

Delivering Innovative and Transformative Solutions

THE TECH GUIDE

FOR FACULTY & STAFF

- Trending Tech
- Faculty/Staff Tech & Services
- App Glossary
- Which App Do I Use?
- Information Security Tips
- IT Emails & Solutions Center
- Campus Mailing Lists

VSU Solutions Center

229-245-HELP (4357)

VSU IT Website

www.valdosta.edu/it

DIVISION *of* INFORMATION TECHNOLOGY
VALDOSTA STATE UNIVERSITY

DIVISION *of* INFORMATION TECHNOLOGY
LOCATION Pine Hall • **PHONE** 229.333.5974 • **FAX** 229.245.4349 • **WEB** www.valdosta.edu/it • **ADDRESS** 1500 N. Patterson St. • Valdosta, GA 31698–1095

A Regional University of the University System of Georgia and an Equal Opportunity Institution

VSU Division of Information Technology

Trending Tech @ VSU

1. MyVSU Portal

MyVSU is your one-stop access to most VSU online apps like Email, BlazeVIEW, Banner, OneUSG, and much more. It features personalized dashboards, enterprise search, interactive campus maps and calendar, custom quick links, notifications and more. Access MyVSU via the web or install the MyVSU app on your desktop or mobile device.

2. eduroam (ED-u-roam)

wireless.valdosta.edu

Connect your personal phone and laptop to VSU's eduroam wireless network. Set up once and your device will automatically connect when you are in range on campus, and at all USG institutions and eduroam institutions globally. ***#AccessVSUWireless***

3. Windows 11 & Microsoft 365

Most office computers/laptops, teacher workstations, and labs are installed with Windows 11 & Microsoft 365. ***Bonus:*** Install M365 on your personal devices for free. | **Microsoft Bookings** enables faculty, staff, and approved departments to create scheduling calendars that allow students, customers, and other visitors to book appointments online.

4. Microsoft Teams & Teams Phone

Microsoft Teams is a comprehensive video conferencing tool that allows you to chat, upload and share files, access OneNote, create and grade assignments with Class Teams, and more. **Teams Phone** integrates with the Teams app to provide advance calling functionality—allowing you to place and receive landline and mobile phone calls like a traditional phone.

5. Percipio

Log into MyVSU to access **Percipio**--a hub of online courses and professional development trainings, including annual compliance content that's hosted by Employee & Organizational Development. Master new skills through personalized learning plans, videos, practice labs, and much more.

6. Blaze AI Chatbot

Blaze is a 24/7 AI-powered chatbot designed to enhance how students and employees engage with the University. It can answer a wide range of questions by referencing content on the VSU website as well as federal and national resources related to higher education (such as FAFSA, federal aid guidelines, etc.). **Look for Blaze in the bottom right corner of the VSU website – www.valdosta.edu**



VSU Division of Information Technology

Faculty/Staff Tech & Services

Blazer Tech Onboarding Guide

Start using the technology resources available to you by following the steps in this online guide—ideal for new employees.

Reset Your Password

iforgot.valdosta.edu

Active Directory/MyVSU account.

Multifactor Authentication (MFA)

Securely log in to MyVSU, OneUSG, GeorgiaFIRST, and your remote desktop using the Microsoft Authenticator app.

Info Security

Learn about cybersecurity tools, tips and compliance training. Report suspicious VSU emails to **abuse@valdosta.edu**.

Virtual Computer Access

Access VSU-licensed software remotely and with approval, access your office computer while off-campus.

DocuSign

Securely sign documents electronically, generate your own documents to request signature, and eliminate the need to deliver traditional paper forms.

[Click underlined text links for more info]

Classrooms & Labs

Equipped with printers, audiovisual equipment, and computers loaded with MS Office, web browsers, utility tools, and other software.

Office Technology

Office computers and equipment, first-time login, telecommunications, remote access and more.

IT Procurement & Asset Management

Provides guidance, quotes and support for VSU technology-related purchases, contracts and licenses; manages inventory and software installations.

IT Project Management

Accepts project requests and provides project management and oversight to ensure university technology-related projects are implemented on schedule, within scope, and on budget.

Web Services

Manages and supports the university website and the creation and maintenance of departmental websites, provides end-user training, and provides VSU-branded theming for 3rd party portals.

VSU Division of Information Technology

App Glossary

Active Directory (AD): Your login to VSU computers and online accounts. *AKA:* Your MyVSU username & password.

Banner Admin & Banner Web: Class registration & administrative tool used by students, faculty & administrators. *Uses:* View class rosters, enter grades, verify attendance, view student profiles, & more.

BlazeVIEW: The university's official online learning management system for teaching online classes and even traditional classes (e.g. syllabus, discussions, quizzes). *Tip:* Contact **eLearning** for instructional design assistance: **www.valdosta.edu/elearning**.

Cascade: Web editor used to maintain your departmental web pages. *Tip:* Mandatory training required before you gain editing rights. **Word Press:** Individual web blog.

Degree Works: Used to advise students in planning courses needed for graduation. Includes a planner, GPA calculator, what-if scenarios & more. *Tip*: It integrates with Banner, VSB, and the Success Portal.

Galileo: Georgia's virtual library of journals, magazines, newspapers & e-databases. *Tip:* Contact **Odum Library** for assistance: **www.valdosta.edu/library**.

[Click underlined text links for more info]

OneUSG Connect: Used to access your pay statements, tax documents, benefits, request sick/vacation time and more. *Web Link:* www.valdosta.edu/oneusg. Login with your AD credentials. *Tip:* Contact **877-251-2644** or **oneusgsupport@usg.edu** for assistance.

PeopleSoft: Used to submit travel expenses for reimbursement and to access the Georgia*First* Market for procurement. *Tip:* Contact **Financial Services/Procurement** for assistance.

Qualtrics: Used to create and distribute online surveys and collect and analyze data results. *Tip:* Contact **eLearning** for assistance: **www.valdosta.edu/elearning**.

RAVE Mobile Safety & Alertus: Used during emergencies to send messages to students, faculty and staff via email (@valdosta.edu), voice, SMS/text and computer desktops**.**

SmartEvals: Used by students to evaluate faculty instruction. *AKA:* Student Opinion of Instruction (SOI). *Tip:* Contact **Academic Affairs** for assistance.

Visual Schedule Builder (VSB): A real-time class scheduling and registration tool used by students. *Tip:* Advisors can also use it to help students plan.

Which app do I use?

	Banner Web	Banner Admin*	Degree Works	Visual Schedule Builder	SLATE Faculty/Advisor Portal	Success Portal (Faculty Portal)
Faculty	• View Class/Wait List • Email Students • Verify & Track Attendance • Enter Grades • View Student Profile • View Schedule of All Classes				• View Course Roster • Email Students and Advisors • Submit Early Alerts • Navigate to Banner	• View Class/Wait List • Enter Notes • Enter Dual-Enrollment Number Grades • Access Resources • Proof Schedule
Advisors	• View Student Info • View List of Advisees • Set Student Registration Eligibility	• View Student Info • Access Xtender • Register Students for Classes* • Conduct Overrides*	• Advise/Audit Students • Create Degree Plans • Conduct 'What-if/Look-ahead' Analysis • Utilize GPA Calculators	• Advise/Build Schedule • Register Students for Classes	• View Advisees Details • Email Students and Advisors • Submit Early Alerts • Navigate to Banner, Degree Works, Visual Schedule Builder	• View List of Advisees • View Class/Wait List • Access Resources • View Orientation List • Mark Survey Status
Deans Dept Heads Admin Staff	• View Class/Wait List • Email Students	• View Student Info • View Dept Info • Conduct Overrides • Modify Holds • Access Xtender • Modify Curriculum & Scheduling			• Request access to SLATE Database System • Access Student Data • Run Reports	• View Faculty Courses • View Class/Wait List • View Faculty/Advisor Portal Usage • View FLC Enrollment (if applicable) • Access Resource

VSU Division of Information Technology

Security Tips

www.valdosta.edu/security

Tip: **Enable MFA and Use the MS Authenticator App**

Passwords

Tip: Use the VSU Password Reset Tool to change your password: **iforgot.valdosta.edu**

- Use a phrase or series of words mixed with numbers and symbols for a secure password – minimum 12-14 characters.
- Don't use your VSU password for non-VSU accounts.
- Don't share your password with anyone or let others use your computer while logged in under your account.
  Note: VSU IT Staff will never ask for your password.
- Use a password manager instead of writing down passwords. Although VSU does not endorse a specific password manager solution, these are some of the most popular options:
  LastPass, Keeper, Dashlane, or 1Password

Phishing

Pronounced 'fishing', this is an attack method used to trick you into providing sensitive information or downloading malicious software.

- Be cautious about opening email attachments, regardless of who sent them. Call the sender to verify.
- **Forward suspicious emails to abuse@valdosta.edu**
- Hover your mouse over links to see if they are sending you to a legitimate web site. Do the same with email sender names. *Tip:* Open a new browser tab and manually type the web address in the Address Bar.
- Look for misspellings and bad grammar.
- Look for 'https' (*s stands for security*) and a lock icon in the address bar before entering private information.

Encryption

VSU emails that contain personally identifiable information (PII) should be encrypted. Any two or more pieces of identifying data communicated together is considered PII. Examples of PII:

- Full Name, Birthdate, Birthplace
- SS# or Driver's License
- Student/Employee ID number

Using Microsoft 365 Outlook, click **Options** > **Encrypt** to encrypt your messages.

IT Emails

- **abuse@valdosta.edu**
  forward suspicious emails

- **myvsu@valdosta.edu**
  provide MyVSU feedback or suggestions (n*ot for troubleshooting, contact Solutions Center for login help*)

- **itquotes@valdosta.edu**
  obtain technology price quotes

- **itreceiving@valdosta.edu**
  check the status of your purchase order

- **itpurchasing@valdosta.edu**
  questions about the purchasing process or pre-approval for EDP

- **Connect with Us**
  @VStateIT: Twitter & Facebook
  Web: www.valdosta.edu/it

SOLUTIONSCENTER
VALDOSTA STATE UNIVERSITY

Solutions Center

The University's premier call center that serves as a centralized client support team who specializes in:

- **Information Technology**
- **Admissions**
- **General VSU Inquiries**

Phone: (229) 245 – HELP (4357)

Walk-ups: HelpDesk 2nd Floor Odum Library

Tech Ticket: MyVSU > View All > Technology Services Portal
solutions.valdosta.edu
TSP is an online ticket system that allows you to access self-help guides, submit tech support requests to IT, eLearning and the New Media Center, and check the status of your ticket 24/7.

Hours of Operation:
Monday - Thursday: 8a - 6p
Friday: 8a - 5p

Campus Mailing Lists @valdosta.edu

Email sent to these VSU mail lists are subject to approval by appointed moderators.

- **announcements@valdosta.edu**
  Audience: **Faculty/Staff**
  Can unsubscribe: **Yes**

- **studentannouncements@valdosta.edu**
  Audience: **Students only**
  Can unsubscribe: **Yes**

- **activities@valdosta.edu**
  Audience: **Students, Others by request**
  Can unsubscribe: **Yes**

Official University Communications:

- **students@valdosta.edu**
  Audience: **Students only**
  Can unsubscribe: **No**

- **faculty@valdosta.edu**
  Audience: **Faculty members only**
  Can unsubscribe: **No**

- **staff@valdosta.edu**
  Audience: **Staff members only**
  Can unsubscribe: **No**

- Become familiar with VSU Stakeholder Communication Policy

Notes