

THE TECH GUIDE

FOR FACULTY & STAFF

- New & Coming Technology
- Current 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

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New & Coming Technology

MyVSU Reimagined



The [MyVSU portal](#) is your one-stop access to most VSU online apps like Email, BlazeVIEW, Banner and more. **Coming soon, MyVSU will have a new look and several new features:**

- A dynamic interface that only loads content relevant to you! Hide and add regions to customize it further.
- Content links not found in the previous version and advance search functionality to find all links quicker.
- An intuitive calendar to stay up with your class schedule, campus activities, and even your personal events.
- An interactive campus map.
- The ability to install MyVSU app on your desktop or mobile device for one-click access!
- Improved QuickLinks, Notifications, Tips, and much more.

IT Support Ticket System



A new **Technology Services Portal application will be released soon.** You will be able to submit your tech support requests easily, check the status of your ticket, and get the help you need.



New Telephone System

Coming Fall 2026, VSU will deploy a new **Microsoft Teams Voice phone system throughout campus, replacing the current Cisco VoIP phones.** The new phones and phone system will allow us to leverage Teams calling and collaboration capabilities and provide enhanced telecommunication functionality. *More info will be shared as this initiative gets underway.*



VSU Website Redesign

Anticipated to launch mid-year 2026, VSU's newly designed website will boast **streamlined navigation, be more visually attractive, more user friendly and provide a simplified Cascade user interface for web editors.** [VSU's website](#) is our most critical marketing tool and information resource. It is vital that it tells our story in the best way possible. The goal is to enhance VSU's ability to successfully recruit, engage, and communicate broadly.

New WiFi Connection



A new, more secure way to connect to VSU wireless networks is in the future. The names of the networks may change but the reliable, campus-wide coverage that you've come to expect will not. *Stay tuned for more info.*

Current Trending Tech

1. Hi-Speed WiFi

Connect your phone and laptop to **VSU wireless networks, even while outdoors!**

Connect entertainment devices to **VSU-IOT** (Internet of Things). Visiting another USG campus? Connect to **eduroam** using your VSU credentials. Learn more at www.valdosta.edu/wireless.

2. Windows 11 & Microsoft 365

Teacher workstations, most labs, and new computers are installed with [Windows 11](#) & Microsoft 365. Submit a ticket to upgrade your existing office computer. *Bonus:* [Install M365 on your personal computer for free](#).

3. Microsoft Bookings

[Bookings](#) is a Microsoft 365 scheduling tool that allows faculty/staff and departments (by request) to create web-based booking calendars for students or customers to schedule appointments.

4. Collaboration Tool

[Microsoft Teams](#) is an all-in-one collaborative video conferencing tool that allows you to chat, share files, access OneNote, create and grade assignments and more. Faculty can even access an optional Class Teams. Teams is available through the web, desktop app, or mobile app.

5. Blaze AI Chatbot

Blaze is a 24/7 AI-powered chatbot designed to enhance how prospective and current 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.). This ensures that students can get accurate and timely information any time, day or night. **Look for Blaze in the bottom right corner of the VSU website – www.valdosta.edu**



Faculty/Staff Tech & Services

Reset Your Password

iforgot.valdosta.edu

Active Directory/MyVSU account.

VSU Accounts & Microsoft 365

myvsu.valdosta.edu

MyVSU Portal, Banner, BlazeVIEW,
Microsoft 365: Email, OneDrive, Web apps
& free Office suite, and more.

MFA

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

Info Security

Report suspicious emails to
abuse@valdosta.edu. Visit our site to
learn about cybersecurity tools and tips.

Virtual/Remote Computer Access

Access VSU licensed software and your office
computer and networked printer while off-
campus for work-at-home purposes.

DocuSign

Securely sign documents electronically and
eliminate the need to deliver traditional
paper forms. You can use existing templates
and generate your own documents to
request signature.

Classrooms & Labs

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

Telecommunications

VoIP phones, cell phones, voicemail,
conference calls, and Jabber Instant
Messenger (IM).

IT Procurement

Guidance, quotes and support for VSU
technology purchases, contracts and
licenses.

Trainings / Infobase (videos) / Percipio (learning portal)

Learn how to use the technologies and
resources available at VSU.

[Click underlined text links for more info]



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 is used 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 GeorgiaFirst 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	<ul style="list-style-type: none"> View Class/Wait List Email Students Verify & Track Attendance Enter Grades View Student Profile View Schedule of All Classes 				<ul style="list-style-type: none"> View Course Roster Email Students and Advisors Submit Early Alerts Navigate to Banner 	<ul style="list-style-type: none"> View Class/Wait List Enter Notes Enter Dual-Enrollment Number Grades Access Resources Proof Schedule
Advisors	<ul style="list-style-type: none"> View Student Info View List of Advisees Set Student Registration Eligibility 	<ul style="list-style-type: none"> View Student Info Access Xtender Register Students for Classes* Conduct Overrides* 	<ul style="list-style-type: none"> Advise/Audit Students Create Degree Plans Conduct 'What-if/Look-ahead' Analysis Utilize GPA Calculators 	<ul style="list-style-type: none"> Advise/Build Schedule Register Students for Classes 	<ul style="list-style-type: none"> View Advisees Details Email Students and Advisors Submit Early Alerts Navigate to Banner, Degree Works, Visual Schedule Builder 	<ul style="list-style-type: none"> View List of Advisees View Class/Wait List Access Resources View Orientation List Mark Survey Status
Deans Dept Heads Admin Staff	<ul style="list-style-type: none"> View Class/Wait List Email Students 	<ul style="list-style-type: none"> View Student Info View Dept Info Conduct Overrides Modify Holds Access Xtender Modify Curriculum & Scheduling 			<ul style="list-style-type: none"> Request access to SLATE Database System Access Student Data Run Reports 	<ul style="list-style-type: none"> View Faculty Courses View Class/Wait List View Faculty/Advisor Portal Usage View FLC Enrollment (if applicable) Access Resource

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
- **mysvu@valdosta.edu**
provide MyVSU feedback or suggestions (*not 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 - 4357

Ext: HELP (4357)

Web Ticket: MyVSU > View All > Technology Services Portal

Walk-ups: HelpDesk 2nd Floor Odum Library

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**
- [Learn more about campus mailing lists & how to unsubscribe](#)
- [Become familiar with VSU Stakeholder Communication Policy](#)

Notes

