THE TECH GUIDE

Check out the New & Coming Technology Section!

FOR STUDENTS

- Trending Techs @ VSU
- New and Coming Technology
- Accounts, Services & Recommended Hardware
- App Glossary
- Information Security Tips
- Solutions Center & IT Student Jobs

VSU Solutions Center

229-245-HELP (4357)

VSU IT Website

www.valdosta.edu/it

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 @

1. Hi-Speed WiFi

Stay connected and be engaged.
VSU-WiFi and **VSU-LegacyWiFi** are available throughout campus. Connect your gaming & entertainment devices to **VSU-IOT.** And while on VSU shuttle & athletic buses, connect to **WAAV-VALDOSTA. www.valdosta.edu/wireless**

2. Free Tech Stuff

Yeah, you read that right! F-R-E-E.
Install **Microsoft 365** on your personal devices. Borrow tech equipment from the **New Media Center** for academic use. Get 1-year educational access to **Autodesk.**

3. Mobile Apps

There's an app for that.
Be active in the VState community with the **BlazerLink** and the **Blazer Athletics** app. Be safer with **Blazer Guardian**. Stay on top of your online class notifications with **Brightspace Pulse**. Catch the bus with **Passio GO**. And several more. **www.valdosta.edu/it/apps**

[Click text links for more info]

4. Virtual Computer Labs & Loaner Laptops

Flexible solutions for all students.
Off-campus? Remote into our **virtual computers** to access campus-licensed software. Our **OCCA** students are issued laptops while they are actively enrolled.

5. Printing

Sometimes, you just gotta print.
A printing allotment is pre-loaded on your VSU 1Card each term. Initiate print jobs from anywhere and retrieve from any VSU card-swipe printer on campus.

6. Technical Support

We got you!
We have an award-winning call center (Solutions Center), ticket system, and walk-up Helpdesk ready to help you. We even make 'house calls' for our resident students with permission.

7. Student Tech Jobs

Learn. Work. Get Paid.
VSU IT offers employment & internship opportunities for all majors. Receive pay and OTJ training that equals marketable skills for your future.
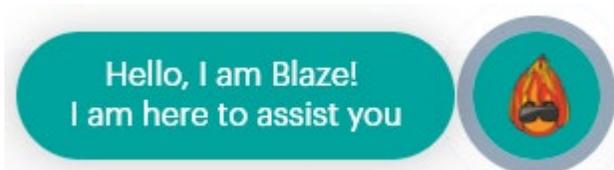
Learn more at
www.valdosta.edu/it

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New & Coming
Technology

1. Blaze AI Chatbot

NEW! Blaze is a 24/7 artificial intelligent-powered chatbot designed to enhance how prospective and current students 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**

2. 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.

[Click text links for more info]

3. 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 classes, campus activities, and even your personal events AND an interactive campus map.
- The ability to install MyVSU on your desktop or mobile device for one-click access!
- Improved QuickLinks, Notifications, Tips, and much more.

4. New WiFi Connection

There will be a new, more secure way to connect to VSU wireless networks 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.*

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Accounts & Services

Reset Your Password
iforgot.valdosta.edu
Active Directory/MyVSU account

Multifactor Authentication (MFA)
Securely log in to MyVSU & remote computer labs using MFA & the Microsoft Authenticator app.

VSU Accounts / Microsoft 365 / OneDrive myvsu.valdosta.edu
MyVSU is your one-stop portal to Banner, BlazeVIEW, Microsoft Office 365, Degree Works, VSB, and much more.

Virtual Computers
Access licensed software while off-campus by remoting in to VSU Windows computers.

VSU 1Card Online Services
View account balances and activity; make a Flex deposit; manage meal plan and more.

Need Help?
Contact VSU Solutions Center
229.245.HELP (4357)
Note: We no longer use the email address solutions@valdosta.edu

[Click text links for more info]

Recommended Technologies

Operating Systems (OS):
Microsoft Windows and Apple macOS are both good choices, but familiarity with the OS you choose is most important.

Processors:
- Should be rated medium to high
- Intel: i5 or i7
- AMD: Ryzen 7 1700 or Ryzen 7 1800X

Memory (RAM):
- Minimum: 16GB
- The more RAM memory your PC has, the faster it will run

Storage:
- At least 500GB -HDD (hard disk drive/spinning platter); or
- At least 250GB -SSD (solid state drive)

Wireless:
- Minimum: 802.11ac or Wireless-AC
- Recommended: 802.11ax or WiFi-6

Type of Computer:
- Desktop PC with monitor, keyboard & mouse
- Laptops or Hybrid Tablets, such as the Microsoft Surface Pro, are great for multi-purpose use
- Chromebooks or Netbooks are **not** recommended due to hardware limitations
- Manufacturing Brand: HP, Acer, Asus, Dell, Lenovo, etc.
- Vendors: Best Buy, Amazon, Wal-Mart, Office-Max, New Egg, etc.; or directly from manufacture

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App Glossary

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

Banner Web: Used to register for classes, view your student profile & grades, view financial aid information & much more.

Blazer Guardian App: Quickly communicate with University Police, friends &, family. *Tip:* It includes a safety timer, panic button, and 'send a tip' feature.

BlazeVIEW: The university's official online learning management system is used for online classes and can be used in traditional or hybrid classes. *Tip:* Visit **www.valdosta.edu/elearning** for help.

Blazing Careers (Handshake): VSU's main platform to post internships, job opportunities and career-related info. Contact **Career Services** for more info.

Degree Works: Used by you and your advisor to plan and track the courses and requirements you need to graduate timely. It includes a planner, GPA calculator, what-if scenarios & more. *Tip*: It integrates with Banner and Visual Schedule Builder.

[Click text links for more info]

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

GoVIEW: A cousin to BlazeVIEW, it is a collaborative online course system where you may be in classes along students from other University System of Georgia institutions.

Infobase: Over 80,000 video tutorials on topics like APA Basics, Photoshop, Excel, Acrobat Pro & Leadership Styles. *Tip:* Access it from the MyVSU portal or BlazeVIEW.

Knack: A free, online tutoring platform provided by **Academic Support Center**.

RAVE Mobile Safety & Alertus: Used by university authorities to send emergency messages via email to @valdosta.edu, voice, SMS/text and campus computers**.** *Tip:* **Keep your contact info updated in Banner.**

SmartEvals: Student Opinion of Instruction (SOI) tool used to evaluate faculty instruction. *Tip:* Contact **Academic Affairs** for more information.

Visual Schedule Builder (VSB): A real-time, dynamic class scheduling and registration tool. *Tip*: You can use VSB, instead of Banner, to register for classes.

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Security Tips

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www.valdosta.edu/security

Multifactor Authentication (MFA): www.valdosta.edu/mfa
Tip: Use the Microsoft Authenticator App

Passwords

- Use a **phrase or series of words mixed with numbers and symbols** for a secure password – minimum 12-14 characters.

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

- 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**

[Click text links for more info]

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.

- 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 secure*) and a lock icon in the address bar before entering private information.

Encryption
In your MyVSU Email, click the **Encrypt button** before composing a message that contains personally identifiable information (PII). 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

Learn More

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

Web Ticket: solutions.valdosta.edu

Helpdesk Walkups: 2nd Floor Odum Library

Password Reset: iforgot.valdosta.edu

Open Hours:

Monday - Thursday: 8am - 6pm
Friday: 8am - 5pm

SOLUTIONSCENTER
VALDOSTA STATE UNIVERSITY

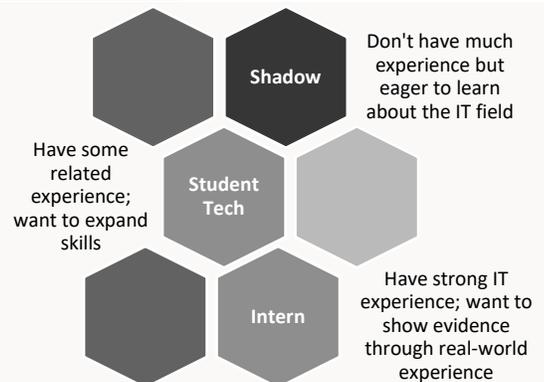[Click text links for more info]

Student Jobs

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OTJ Training. Flexible Hours. Marketable Skills.

All majors are welcome. VSU Information Technology offers job shadowing, student assistants, graduate assistants, and intern opportunities. . .

Shadow — Don't have much experience but eager to learn about the IT field

Have some related experience; want to expand skills

Student Tech

Intern — Have strong IT experience; want to show evidence through real-world experience

- Assets Management
- Call Center & Tech Response Unit
- Desktop & Classroom Technologies
- Networking & Information Security
- Project Management & Budgeting
- Systems Administration & Programming
- Training and Communication

Interested?

www.valdosta.edu/it > Click 'Want to Work for VSU IT?'
Email itj@valdosta.edu
Contact Career Services at
229-333-5942 or www.valdosta.edu/career

Notes