

Grand Valley State University

INFORMATION TECHNOLOGY DIVISION



Okta to Launch May 3

Okta simplifies MFA, password updates, and technology access

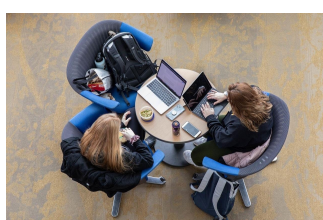
Beginning May 3, GVSU will migrate to Okta as a new platform for accessing technology, updating passwords, and enabling multi-factor authentication. Using Okta will provide the university with many benefits, including the ability to only change passwords every 18 months, rather than every six.

All GVSU faculty and staff will be notified of this change via email on May 2. **Please do not disregard this email.** As part of this communication, you will receive step-by-step instructions on how to set up your Okta account. Okta accounts should be set up on or before May 3. You can preview what this email will look like and learn how to create an Okta account by visiting the [article Okta | Getting Started](#).

Further, a new [Okta webpage](#) has been created to provide additional information about Okta, what to expect, and links to additional resources.

On the morning of May 3, Information Technology will have additional support available to assist in troubleshooting any issues. You can contact IT by email at it@gvsu.edu or by phone at 616.331.2101. For email communication, please be sure to include the word "Okta" in the subject line.

[Okta Resources](#)



IT Services Launches Transformation Webpage

In December 2022, Information Technology and Human Resources collaborated to evaluate and transform the IT Services process at GVSU. As a result of this event, a continuous process improvement plan was developed to enhance the operational performance of IT services (e.g., ticketing workflow and issue resolution process) as well as customer satisfaction. A [new webpage](#) has been launched to share progress and project highlights with the university community.

[Bringing Agility to IT Services Webpage](#)



Innovation Insights: Technology Showcase Expands into Exhibition Space

For years, the [Atomic Object Technology Showcase](#) at GVSU has provided a platform for students and faculty to discover, learn, and share the latest technology. With the advancement of technology and scope, the need for space has increased as well. To maximize the available space, [IT's Innovation and Research](#) Team has made every effort to fit as much as possible into the Showcase. Unfortunately, due to the limitations, not everything they desired was able to be displayed.

The Information Technology Department is pleased to announce that the Technology Showcase will be expanding this summer.

[Tech Showcase Expands](#)



IT Team Member Highlight

Johanna Hoekstra, Administrative Assistant, Information Technology

If you have interacted with Information Technology at GVSU, there's a good chance that Johanna Hoekstra has been involved. In her role as Administrative Assistant for IT, Johanna coordinates meetings, works closely with the IT-SLT team, handles contracts, event planning, supervises switchboard students, and more.

When asked what one fulfilling aspect of her role is, Johanna replied, "Working with students and watching their journey is a rewarding part of my job. I also work with incredible staff within IT."

Johanna has been employed by GVSU since February 2016. Prior to joining the university, she worked for Wyoming Public Schools in various positions, including ten years within the IT Administration team. She graduated from GVSU with a major in Sociology and a minor in Psychology.

Johanna has three adult children whom she adores. Outside of work, she likes reading, trying new restaurants, traveling, and watching movies.

Wednesday, April 26 is Administrative Professionals Day. We thank Johanna and all our administrative professionals for their dedication and hard work each and every day!

[Need IT Assistance?](#)

Phone: (616) 331-2035 Email: it@gvsu.edu Service Portal: services.gvsu.edu



1 Campus Drive
4490 KHS
Allendale, MI 49401

[Unsubscribe](#) from future emails

[Subscribe](#) to our email list.