Grand Valley State University Information Technology

WELCOME TO WINTER!

Winter 2025 Information Technology Updates

Welcome (back) to GVSU! Whether you're starting fresh this semester or returning for another chapter, we're glad you're here. The Information Technology division is excited to support you on your academic journey. We know how important technology is to your success, and we're here to ensure you have the tools and support you need to thrive.

In this newsletter, we're sharing just a few of the many resources available to you. You can find a wide range of other information and services at gvsu.edu/it.

With questions, contact us by telephone at 616-331-2101, by email at it@gvsu.edu, by submitting a ticket in the Service Portal, or by visiting during walk-up hours.

TOP TECHNOLOGY RESOURCES FOR
GVSU STUDENTS

my.gvsu.edu: Find all of your technology apps, tools and resources all in one place at my.gvsu.edu. Here you can connect direcrly into systems like Banner, Blackboard Navigate and more.

Laker Dock: Did you know GVSU has an app that gives you access to university resources, events, announcements, services, and technology? It's called the Laker Dock! Download the Laker Dock app or view it on your desktop.

Service Portal: The Service Portal (services.gvsu.edu) is your go-to resource for getting things done. Whether you're looking for how-to guides, helpful articles, or need to submit a service ticket, it's the easiest way to find support across campus.

Computer Lab locations and hours are posted on this webpage.

IT Service Desks are located on both the Allendale and Grand Rapids campuses. Locations and hours are posted and updated on the IT website homepage.

HOW DO I REGISTER A DEVICE?
And Other Common IT Questions

As we start the Winter semester, it is helpful to have a refresher on some of the most commonly asked tech questions for new and returning students. Below, you can find a few different common problems that students run into and how to work through them.

Registering a Device: Wireless devices like smart TVs, gaming consoles, and smart home devices must be registered to connect to the GV-Gamenet Wi-Fi. To learn how to register your device, visit www.gvsu.edu/it/registerdevice.

If you're opting for a wired connection, no registration is needed. Simply connect your device to an active port in your room using an Ethernet cable.

Password Reset: To reset your password, first open your Internet browser (Edge, Chrome, Safari, Firefox). Then, go to gvsu.edu/passwordreset and click on Reset Network Password. Enter your last name and G-number. If you run into any issues, please contact the IT Service Desk at 616-331-2101 during normal hours of operation.

Visit the Student Technology Resources webpage to see additional FAQs!

BLACKBOARD ORIENTATION & RESOURCES

If you are new to Bb Ultra, all students are enrolled in our Blackboard Learn Ultra Online/Hybrid Orientation which can be found in Blackboard under the "Professional Development" term on the "Courses" page. The orientation provides a basic overview of the new functionality of Ultra and many of the tools you will be expected to use. It takes roughly 20-25 minutes to complete, and you will receive a certificate at the end of the orientation.

IT encourages everyone to update their Blackboard mobile app. The Blackboard mobile app is available on the iOS and Android app stores.

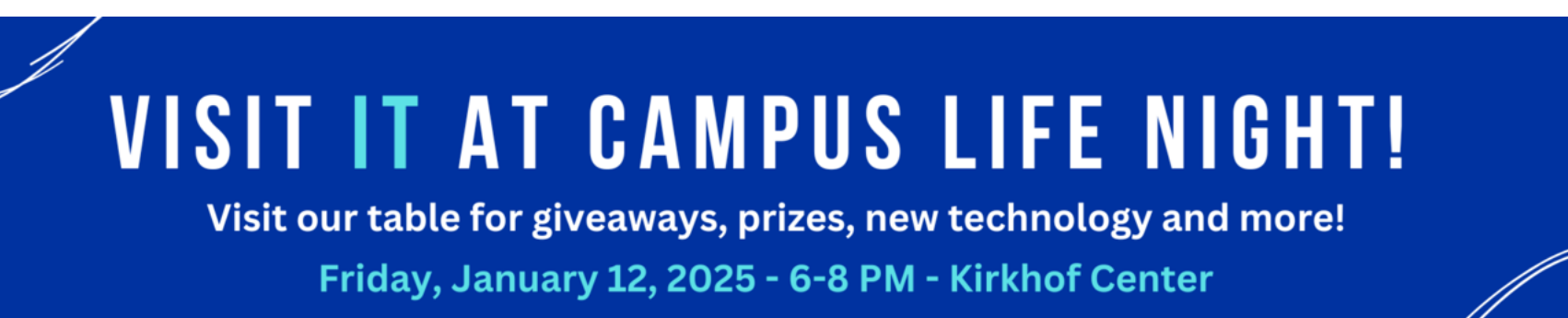For additional assistance with Bb Ultra, there are a variety of Blackboard Ultra Knowledge Base articles, which can be found in the Service Portal.

SECURITY REMINDER:
DON'T FALL FOR PHISHING EMAILS!

Phishing emails are one of the most common ways cybercriminals attempt to trick students into revealing sensitive information. At Grand Valley State University, we're seeing a rise in phishing schemes targeting students with fake job or internship offers. Don't be a victim—stay alert and protect yourself!

Learn to Recognize Phishing Emails Before Your Click!

VISIT IT AT CAMPUS LIFE NIGHT!
Visit our table for giveaways, prizes, new technology and more!
Friday, January 12, 2025 - 6-8 PM - Kirkhof Center

Need IT Assistance?

Phone: (616) 331-2101 **Email:** it@gvsu.edu **Service Portal:** services.gvsu.edu

GRAND VALLEY STATE UNIVERSITY

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