Grand Valley State University Information Technology

WELCOME LAKERS!

Fall 2024 Information Technology Updates

Hey Lakers, welcome to Grand Valley! Whether you're new here, transferring in, or returning, we're here to support you with all your tech needs. We know how important technology is to your studies, and we're dedicated to making sure you have everything you need to succeed.

You can reach GVSU IT through the **Service Porta**l, by emailing **it@gvsu.edu**, or by calling **616-331-2101**. Feel free to stop by a **Service Desk** for walk-up support on the Allendale or Grand Rapids campuses too!

LAKER DOCK IS HERE!

Students now have access to university resources, events, announcements, services, and technology through Laker Dock, GVSU's **NEW** online hub. Laker Dock is availble to download as an app or view on your desktop.

Download the Laker Dock App

SECURE YOUR DEVICES & ONLINE IDENTITY

Here are a couple of key ways to keep your devices and online identity safe:

Enroll in MFA and Keep Hackers at Bay!
All GVSU student accounts are required to use multi-factor authentication (MFA). MFA secures your academic and personal information by requiring two or more verification methods. Find out more about MFA and learn how to enroll at **www.gvsu.edu/it/studentmfa.**

Don't Fall for Job Scams Targeting GVSU Students:
Be aware of highly personalized email scams offering jobs, internships, housing, and other opportunities.Scammers may impersonate professors and staff by spoofing their email addresses and using publicly available information, such as job titles and departments, to make their messages look genuine. Be suspicious of any offers for employment or accommodations if you did not apply for or inquire about them. **Learn more about this topic and how to watch for scam emails.**

USE MY.GVSU.EDU TO ACCESS APPS

Did you know you can find all your GVSU technology apps, resources and tools in one spot? Just log in to **my.gvsu.edu** to check it out! Once you're in, you can sort and customize your apps based on what you use most.

Login to MY.GVSU.EDU

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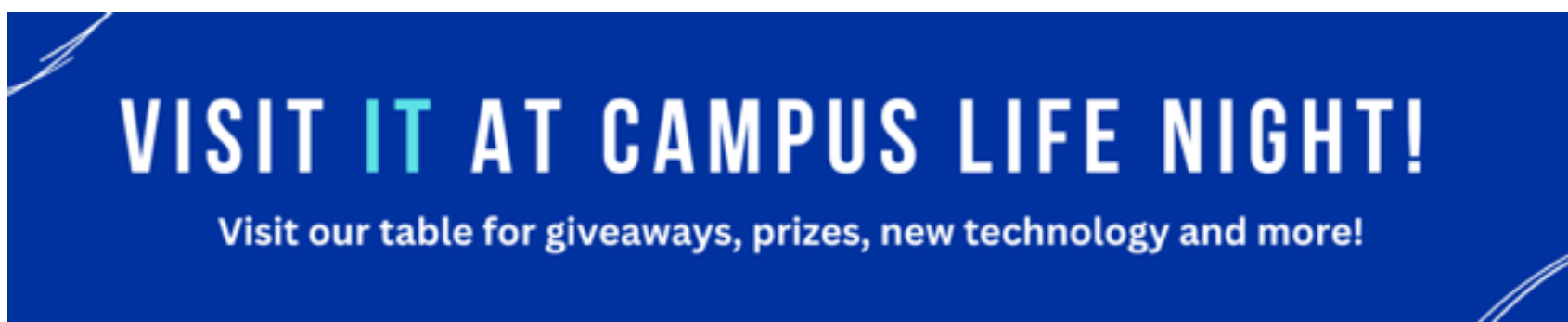### And Other Common IT Questions

We know you've got a lot of questions about technology and IT support. Don't worry—we're here to help you navigate it all and make your tech experience as smooth as possible.

Two common questions we receive are do I need to register a wireless device to be able to use Wi-Fi and how do I do it? All wireless devices like smart TVs, gaming consoles, and smart home devices must be registered in order 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. If you have a port that is not active and would like it activated, complete this **Request Form - Wired Network Issue (Ethernet Port) (gvsu.edu).**

Other IT Questions? Check out the **Student Technology FAQ page** on our **website.**

VISIT IT AT CAMPUS LIFE NIGHT!
Visit our table for giveaways, prizes, new technology and more!

Need IT Assistance?

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

GRAND VALLEY STATE UNIVERSITY.

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