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Welcome Lakers!

Fall 2026 Information Technology Updates

Welcome to GVSU, Lakers!

Whether you're new to GVSU, transferring in, or returning for another year, GVSU IT is here to support your technology needs, start the semester strong, and stay on track. In this newsletter, you'll find important tech updates and helpful resources.

Here's to a great year ahead. Anchor Up!



TECH TROUBLE? GVSU IT IS HERE TO HELP

Having a tech issue? GVSU IT is here to help. Whether you need a quick answer, want to submit a service ticket, or prefer in-person support, there are several ways to connect with us.

GVSU IT Website

Find student technology resources, FAQs, getting-started guides, and more on the [GVSU IT website](#).

Service Portal

Submit a service ticket, find how-to guides and answers in the Knowledge Base, and access other IT services. Watch the [Service Portal overview video](#) to learn more, then visit [services.gvsu.edu](#) to get started.

Walk-Up Support

Prefer to talk to someone in person? Visit a GVSU IT Service Desk at one of these locations:

- Mary Idema Pew Library, Atrium Level: Valley Campus (Allendale)
- Cook-DeVos Center for Health Sciences (CHS 100): City-Health Campus (Grand Rapids) (City Campus)
- *COMING SOON*: Richard M. DeVos Center (Building C): City-Pew Campus (Grand Rapids)

Check the [GVSU IT website](#) for current walk-up hours.

Call or Email

Have a question? Call **616-331-2101** or **855-435-7488 (toll-free)**, or email it@gvsu.edu.

However you choose to connect, GVSU IT is here to help you find a solution.



GET TECH READY: DIGITAL SKILLS FOR COLLEGE SUCCESS

Want to get comfortable with Blackboard, learn how to stay safe online, and discover the technology available to you at GVSU? The Digital Skills for College Success self-paced course can help.

All GVSU students are automatically enrolled in this self-paced Blackboard course, which includes three quick modules:

- Essential Tech Skills: Learn about the technology and tools you'll use at GVSU.
- Cybersecurity: Learn how to protect yourself, your accounts, and your information online.
- Blackboard & Online Learning: Get familiar with Blackboard and the basics of learning online.

Each module takes about 20–25 minutes, and you'll earn a certificate for each one you complete. While participation is optional, your instructor may require you to complete specific modules as part of your coursework. This course is here to help you strengthen the tech skills that set you up for success.

Want to learn more? Watch the [brief introductory video](#) and check out [the Knowledge Base article](#) in the Service Portal.



GOOD TO KNOW: MORE TECH TIPS & UPDATES

Stay Connected & Sign in Faster

Cellular service provided by your mobile carrier can be inconsistent in some campus buildings, which may delay text messages used for multi-factor authentication (MFA).

For a faster, more reliable experience, [connect your mobile devices to GVSU Wi-Fi](#) and [set up Okta Verify push notifications as your preferred MFA method](#). You'll spend less time waiting for a text code and more time getting where you need to go.

Joining a Zoom Class? Sign In First!

Before joining a GVSU Zoom class or meeting, make sure you are signed in to Zoom using your GVSU account (@mail.gvsu.edu). Signing in allows Zoom to recognize you as a GVSU student and ensures you can access meetings that require authentication. It also helps instructors identify participants and provides a more secure Zoom environment. Before clicking your Zoom link, take a moment to confirm you are signed in with your GVSU account, not a personal Zoom account.

Need help signing in or checking your account? Visit the [Zoom at Grand Valley State University Knowledge Base article](#) for instructions and resources

See Something, Say Something: Recognizing & Reporting Phishing

Phishing scams can look like legitimate emails from GVSU, a company, or someone you know. Be cautious of messages that create urgency, ask you to log in, request personal information, or offer unexpected rewards. **Pause before clicking links or sharing information.**

Think you've received a phishing email? Forward it to phishing@gvsu.edu. IT Security can help determine whether it's a scam and alert others if needed.

Explore the Atomic Object Technology Showcase

Located in the atrium of the Mary Idema Pew Library on the Valley Campus (Allendale), the [Atomic Object Technology Showcase](#) is a place to explore the intersection of education and technology. Stop by LIB 012 and 040 to try out 3D printing, sewing and embroidery machines, paper cutters, laser cutting and engraving, virtual and augmented reality headsets, and student-created technology projects. **Come see what you can create!**

Laker Dock App Retiring September 29

Effective September 29, the Laker Dock app will no longer be available. Faculty, staff, and students are encouraged to use other GVSU resources to stay connected and access university information.



YOU'RE INVITED! GV TECHNOLOGY SUMMIT

GVSU students are invited to the 2026 GV Technology Summit on November 3 at the Valley Campus in Allendale. This free, full-day event features an exciting keynote from Dr. Imran Mazid, breakout sessions, poster presentations, and more.

Explore topics including cybersecurity, artificial intelligence, digital accessibility, and emerging technology. Attend the full event or drop in for a session or two!

Want to showcase your work? Students are also invited to present at the Summit. If you have a project you'd like to share, complete the [presentation proposal form](#) by September 15.

Visit the [GV Technology Summit webpage](#) to learn more and register.

Need IT Assistance?

Service Portal:

[services.gvsu.edu](#)

Phone: (616)-331-2101 or (855) 435-7488

Email: it@gvsu.edu



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