

STUDENT HELP-DESK SERVICES

STUDENT ACCOUNT SUPPORT



Changing or resetting a CampusID password.

Unlocking and /or enabling a student account.

INTERNET CONNECTIVITY



Configuring a personal computer or device to the university's wireless network (GSU).

VPN installations.

VIRUS PROTECTION



Downloading and installing anti-malware and internet security software.

Debugging virus-infected computers .

GENERAL ASSISTANCE



Downloading and installing university licensed software like **SAS** and the **Microsoft Office Suite**.

Troubleshooting unknown computer issues.

Running computer updates.

Assisting with printing errors.