## Student Help-Desk Services

### General Assistance
- Downloading and installing university licensed software like SAS and the Microsoft Office Suite.
- Debugging virus-infected computers.
- Troubleshooting unknown computer issues.
- Running computer updates.
- Assisting with printing errors.

### Virus Protection
- Downloading and installing anti-malware and internet security software.

### Internet Connectivity
- Configuring a personal computer or device to the university's wireless network (GSU).
- VPN installations.

### Student Account Support
- Changing or resetting a CampusID password.
- Unlocking and/or enabling a student account.