**HOW DO I...**

**TECHNOLOGY AT GSW**

https://www.gsw.edu/

**CanesNet** -- A set of credentials used to authenticate to most systems on campus.

**GeorgiaVIEW** – Online Course Management System

**GoVIEW** – Online Course Management System for eCore/eMajor/MSN/FNP (found under GeorgiaVIEW link)

**RAIN**: Registration and Information Network

**Email**: Official means of communication on campus
RAIN (Registration And Information Network) account:

User ID: Nine digit gswID#
Default PIN: Date of birth in 6 digit format (MMDDYY)

You must change your PIN upon log in to a new 6 digit number.

If you have problems with RAIN, please contact the Registrar’s office:
229-928-1331
registrar@gsw.edu
Sanford Hall, 2nd Floor, Room 210

Once you log in, you will be able to access Student Services, Financial Aid and Personal Information.

Student Services:
You will find everything dealing with Registration, Student Records, Student Accounts and DegreeWorks under Student Services.
- Registration
- Student Records
- Student Accounts
- DegreeWorks

Financial Aid:
You should check your Financial Aid Status to make sure you have completed everything that needs to be completed before the semester begins.
- Financial Aid Status
- Eligibility
- Award
- Authorizations

Personal Information:
- **GSW Connect-ED Emergency Notification System** -- You should make sure that GSW has a good contact number for emergency situations. It is best to give a cell phone number so that you will receive a text in the event of an emergency situation or if all classes are cancelled.
- Change PIN
- Change Security Question
- View Address(es) and Phone(s)
- **View E-mail Address(es)** -- This is where you will find out your Radar email address!
- View Emergency Contacts
- Update Emergency Contacts
- Name Change Information
- Social Security Number Change Information
CanesNet Credentials

Every student at GSW has a CanesNet account. Your CanesNet account is a set of credentials used to authenticate to:

- Computers on campus
- Wireless networks
- Log in to your email
- DegreeWorks
- GeorgiaVIEW
- Beacon
- CanesConnect

To verify your email address, please follow the steps below:

- Log into RAIN (https://rain.gsw.edu) using the "Secured Login" option from the drop-down.
- Once you're logged in to RAIN, click "Personal Information", then "View E-mail Addresses".
- One of the email addresses should be "<user>@radar.gsw.edu". This is your student email address. The part before the '@' symbol is the username you need to log on and check your email.

To use your email account, you must first set up your CanesNet password:

- Go to the A-Z Index at the top of the GSW webpage and click on “CanesNet”.
- Click on the first option “Set up CanesNet password”
- Answer the 3 questions.
- Set up your password.

If you receive an email stating that your password is about to expire:

- Go to the A-Z Index at the top of the GSW webpage and click on “CanesNet”.
- Click on the second option “My password is expiring (change password)”
- Enter username and current password.
- Setup new password.

If you have set up your CanesNet password, but have forgotten the password:

- Go to the A-Z Index at the top of the GSW webpage and click on “CanesNet”.
- Click on the third option “I forgot my password (reset password)”
- Answer security questions.
- Set up your password.

All passwords shall be constructed with the following characteristics:

- At least 10 characters in length
- Must contain characters from at least 3 of the following categories:
  - English uppercase letters (A-Z)
  - English lowercase letters (a-z)
  - Base 10 digits (0-9)
  - Non-alphanumeric characters (for example, !, $, #, %)
- Must not contain the user’s name or part of the user’s name
- Must not contain accessible or guessable personal information about the user (such as birthdays, children’s names, addresses, etc.)
- Must be different from your previous four passwords
GeorgiaVIEW

Login using your CanesNet Credentials (you will need to use the entire Radar email address).

GoVIEW

GoVIEW username is the part of your GSW email address before the ‘@’ symbol plus a “_gsw” extension:
- For example, if the CanesNet username is jdoe3, the GoVIEW username will change to jdoe3_gsw

You have to set up your GoVIEW password:
- When you log in for the first time, BEFORE entering anything in the username and password fields, click the Forgot Password? link on the login page
- On the next page, enter your GoVIEW username (with “_gsw”) and click the Submit button
- An email with the password reset link will be sent to your GSW Radar email account (for faculty: GSW email account) from donotreply@donotreply.view.usg.edu
  - You have to set up/reset your password within 72 hours
  - The password is case sensitive and must contain no less than 10 characters

Please note that you can reset your passwords from the login page at any time. You don’t need to contact GeorgiaVIEW Help, just click the Forgot your password? link and follow the on-screen instruction.

NOTE: Additional information found on the left hand side of the page and under the GeorgiaVIEW and GoVIEW login information dropdown links.
Registering a New Device with CanesNet

Create a new device

1. Connect to the wireless network, “CanesNet.”
2. Once connected, open a browser and go to https://surf.gsw.edu
3. You must agree to the terms of use
4. Then you will sign-in with your CanesNet credentials (Username and Password)
5. Once signed-in, you will be prompted to register your device.
6. Enter your MAC address in the proper field, and a description of the device in the next box down, then click Register

7. After the device appears on the bottom of the page, you may log out. Your device is registered and you will not need to log in to the wireless on this device again for another year!

Please note that it may take up to 2 minutes for your device to get an internet connection after registering. Also note that Apple devices may have problems when switching from one SSID to another; please turn off your wifi and turn it back on before trying to connect again.
For additional questions/problems, please contact Technical Services.

- **Technical Support Portal**: [https://help.gsw.edu](https://help.gsw.edu) (you can also check the status of your ticket here)
  - Login using your CanesNet credentials.
- **Email**: techsupp@gsw.edu
- **Call**: 229-931-2074
- **Morgan Hall Help Desk Window**

**NOTE**: The GSW IT Department is not permitted to work on personal equipment, including but not limited to desktop or laptop computers, printers, smart phones, etc. For repairs needed to your computer, please go to [http://gsw.edu/Resources/FacultyandStaff/IIT/TechSupportServices/](http://gsw.edu/Resources/FacultyandStaff/IIT/TechSupportServices/) for a listing of local vendors.