How To: Request for Technology Services

This pamphlet outlines a step-by-step guide to help you make requests for your technology needs. Your technology requests should always be routed via the FAU Computing Support Center either by phone 7-3999 or by the online web form http://www.fau.edu/helpdesk.

Open a ticket: Open a web browser and go to the following webpage: http://www.fau.edu/helpdesk. Click on the My Support tab in the middle of the screen. Sign in using your FAUNet ID username. Your password is your first name in lowercase.

Create a Ticket: Create a ticket by clicking on Submit a Ticket.

If the Helpdesk is not able to help resolve the matter over the phone, the Representative will open a “trouble ticket”, which is sent to our tech staff via email. Then, Helpdesk Representative will provide you with the trouble ticket number. Please ensure that you write this number down for your reference. Once we receive your ticket in our queue system, we will prioritize your issue and resolve it accordingly.

Should you not be contacted by a tech staff member by the following workday, please email your technology issue to coetech@fau.edu and ensure you include your trouble ticket number.

For further assistance and requests, please contact the University Help Desk: http://www.fau.edu/helpdesk OR 561-297-3999
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Entering Ticket information: Choose your role, such as faculty, staff, or student and include a phone number where a technical staff member can reach you. Next, enter a brief description of your problem. You are now prompted to provide additional details about your issue. Providing as many details as possible will enable our technical staff to assist you more effectively. When you are finished, click Preview to review your request, and then select Finish. Once you have chosen finish, your request will be routed to the CoE Technology Staff shortly.

Requesting Audio Visual Equipment:
The following audio visual equipment can be requested by faculty members. (561) 297-3707 / AVSERV@FAU.EDU

- Projector w/ computer cart
- Laptop computer cart
- Loudspeaker System
- Overhead Projectors
- Data/PowerPoint Projectors
- Slide Projectors
- TV-VCR Carts
- DVD Players

Common Technical Problems:

- My computer won’t turn on?
  Make sure the power is plugged into the back and to the wall. Check the surge protector has not been accidentally turned off. Retry the power button on the computer and monitor.

- I cannot access the internet?
  Make sure your Ethernet cord is properly plugged into the back of the computer and the wall jack. You will see blinking lights next to the network connection on the back of the computer, if you have a good network connection. If these steps do not resolve the issue, try restarting the computer.

- My email in Outlook is not working correctly?
  If you are having issues accessing your email in Outlook, make sure you have internet access first by opening an Internet Explorer window. Another method to resolve an Outlook issue is to close Outlook and re-open it from the programs menu. If these steps do not resolve the issue, restart the computer.

- I click print, but the page is not printing?
  If you are having issues printing, make sure the printer is connected properly to your computer and the printer is plugged in, turned on, and has paper. If your document does print, but it prints blank pages, you might need to replace the ink/toner cartridges. If these steps do not resolve the issue, restart the printer and retry sending your print job.

Remember rebooting can usually resolve most errors and software related issues.

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