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Where's SPOT?

The searchable Student Perception of Teaching (SPOT) data is available through MyFAU (click the My Courses tab and then Academic Services) and via the FAU homepage (click on Current Students OR Perspective Students OR Faculty and Staff).

FORGOT YOUR MYFAU PASSWORD? NOW YOU CAN RESET IT YOURSELF!

As of March 7, 2005, MyFAU has a question and answer password challenge (QA challenge), similar to what many commercial sites use, for when you forget your password. Answer the questions correctly, and you get into the system where you can then reset your password yourself.

How It Works

Setting up the QA challenge is simple: the first time you log into MyFAU on or after March 7, you will be prompted to answer the three challenge questions. Your answers to the questions are then stored in the system

(note that the answers are case sensitive). Later if you forget your MyFAU password, instead of calling the IRM Help Desk you can click the "I forgot my password" link on the login page. Enter your username when prompted and you will be asked two of the 3 questions you had answered when you set up the QA challenge. If you answer the questions correctly, you'll be prompted to reset your password and then log into MyFAU with the new password.

If you answer the questions incorrectly, you'll be prompted again with

2 of the 3 questions. The process will continue until you answer a question correctly. If you can't answer any of the questions correctly call the IRM Help Desk (561-297-3999) to have your password reset.

Important to Note

Answers in the QA challenge are case sensitive. If you use capital letters in your answer when setting it up, you must use capitals when answering.

After you've gone through the QA challenge and reset your password, note that you are assigning your-

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JOIN THE FAU-BUG (BLACKBOARD USER GROUP)

Instructional Technology Support Services (ITSS) recently launched the FAU Blackboard User Group (FAU-BUG). This community site within Blackboard is a place where faculty can share best practices, find resources to help them

with their classes and ask questions of the instructional designers. Not only are there discussion forums that are very interactive but there is also a blog to try out. Don't know what a blog is? Your students probably do!

With Journal LX, a Blackboard Building Block, instructors can create blogs in which students can gather information and reflect on course-related topics and assignments. Students can review and comment on their peers' postings,

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FORGOT YOUR MYFAU PASSWORD?

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self a **new** password.

After resetting your MyFAU password, if you use Outlook or another e-mail client to download e-mail to your computer you must reset that password to be the same as in MyFAU. For example, Outlook users can reset their password by clicking on the send/receive to

get a prompt to change the password. You should also change your password in other systems that use the FAUNetID (such as Blackboard and Active Directory/Network Access) to the same password as in MyFAU so that all accounts will reflect the same information. For any password reset problems, please

contact the IRM Help Desk at (561) 297-3999.



"After resetting your MyFAU password, if you use Outlook or another e-mail client to download e-mail to your computer you must reset that password to be the same as in MYFAU."

JOIN THE FAU-BUG

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and instructors can participate with students in the evolving dialog.

ITSS plans to schedule online instructor-led chat sessions to facilitate collaboration among the FAU community. As more instructors join the FAU-BUG we will schedule more activities. The tools in

Blackboard make it easy to get everyone together regardless of where they are located, and using these tools in a community setting provides the opportunity to experiment with new features of Blackboard in a comfortable environment.

If you have not joined the FAU-BUG, sign up

online at http://www.itss.fau.edu/fau_bug.html.



SECURITY AWARENESS - PASSWORD BEST PRACTICES

FAU is committed to the highest security in its IT environment. Your FAU username (FAUNetID) and your password are the university's standard authentication for most information systems. The first step in keeping your information secure is to

have a good password. Your MyFAU, password must be at least 5 characters and less than 20 characters and must contain both letters and numbers. Here are some other recommendations for maintaining a secure password:

- Use a combination of capital and lower case letters, numbers and symbols such as: ! @#\$%^&
- Change your password regularly (every 90 days)
- Do not use your username as your password

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SECURITY AWARENESS Continued from page 2

- Do not use your maiden name, pet's name or last name as your password
 - A good password should not be found in the dictionary
 - If you must write your password down, keep it somewhere other than your office or locked in a secure place.
- Here are some examples of good passwords:
- Use a combination of inserting punctuation and replacing numbers for letters: (Example: **bomber** -> **b0mBer** -> **b0m&Ber** -> **%Om&Ber**)
 - **T*x4\$M8n** (More than 6 characters. Numbers, punctua-

tion, and upper and lower case letters)

- **j@T&PI4Ne** (Two words, separated by punctuation, using upper and lower case letters, and numeric substitution)



TRAINING SCHEDULE—APRIL 2005

To enroll in a training course please visit

<http://ecs.fau.edu/training>

MyFAU

April 7, 1:30 (Davie)
April 19, 1:30 (Davie)
April 26, 9:30 (Jupiter)

Blackboard Basics

April 4, 1:30 (Boca)

April 7, 9:30 (Davie)
April 26, 2:00 (Jupiter)
April 29, 10:00 (Boca)
Bb Assign. Manager
April 22, 10:00 (Boca)
PowerPoint (Boca)
April 21, 9:30 (level 1)
April 25, 1:30 (level 2)
Excel (Boca)
April 6, 1:30 (level 1)
April 8, 9:30 (level 2)

Access (Boca)

April 1, 9:30 (level 2)

Dreamweaver (web)

April 18, 1:30 (Boca)

Adobe Photoshop Level 1

April 28 @ April 1 (Boca)

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COMMON EMAIL ERROR MESSAGES

Have you ever received an email error message when trying to send a message to someone? Many of these error messages contain helpful clues as to why the message could not be sent. Here are samples of two common error messages with

explanations of what they mean and their solutions:

Issue/Message: Attachment size

The following addresses had permanent fatal errors -----
<user@fau.edu>
(reason: 552 5.2.3 Message size exceeds

fixed maximum message size (8000000))
Or

Task 'FAU MMM - Sending' reported error (0x800CCC6D) : 'Your outgoing (SMTP) e-mail server has reported an internal error. If you continue to receive this message, contact your server

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TROUBLESHOOTING TIPS

Having problems with FAU's Online Systems? Below are some common issues that users encounter in applications such as MyFAU, Blackboard, FASS and OASIS. Following these recommendations will help you have a more successful online experience.

Make sure you meet all browser requirements. Most applications have a link to their browser requirements on their help site or on the main page.

Disable your browser's pop-up blocker.

Windows XP Service Pack 2 includes automatic pop-up blockers in Internet Explorer that can interfere with certain features and tools. To disable this feature select Tools, then Pop-up Blocker and click on Turn off Pop-up Blocker.

Check for newer versions of stored pages.

This is a cause of errors with various web applications. To make sure your browser settings are correct in **Internet Explorer**:

- Select Tools, then Internet Options
- Select the General tab
- Select Settings from Temporary Internet Files
- Select the Every Visit to Page radio button

• Click Ok

If you are using **Netscape**:

- Select Edit, then Preferences
- Click the + sign next to Advanced to see more options
- Select Cache
- Select the Every Time radio button at the bottom
- Click Ok

Do not double-click the submit button. Applications such as OASIS and FASS begin a transaction as soon as you click once. Double clicking can break the transaction already in process and will cause you to time out and receive an error.

Do not run Hotbars on your browser's toolbar and clear other Spyware from your computer.

Spyware and Hotbars interfere with the functionality of your computer in general, and especially with several of FAU's Self-Service Systems.

You should, however, run spyware removal software at least once a week to keep your computer in proper working order.

EMAIL ERROR MESSAGES

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administrator or Internet service provider (ISP). The server responded: 552 5.2.3 Message exceeds maximum fixed size (11000000)

Solution:

The attachment size of the file you are sending is larger than 8MB which is the current limit.

Issue/Message:

Bad e-mail address

Your message did not reach some or all of the intended recipients.

Subject:

Sent: 12/3/2004 3:44 PM

The following recipient(s) could not be reached:
xyz@fau.edu on 12/3/2004 3:44 PM

The e-mail account does not exist at the organization this message was sent to. Check the e-mail address, or contact the recipient directly to find out the correct address.

```
<smtp.fau.edu #5.1.1
s m t p ; 5 5 0 5 . 1 . 1
<xyz@fau.edu>...
User unknown>
```

Solution:

Check the email address to make sure it is correct. <.edu, .com, .org>

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