Placing Calls at FAU

To the Boca Raton campus: dial 7 plus the 4-digit extension.

To all other campuses: dial 6 plus the 4-digit extension.

Local: dial “99” plus the number that you wish to be connected with.

Long distance: dial “99” + 1 = area code + number.

To dial phone extensions from off campus, add area codes and exchanges to the last four digits of the extension shown:

<table>
<thead>
<tr>
<th>Campus</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boca Raton Campus</td>
<td>(561) 297-XXXX</td>
</tr>
<tr>
<td>Davie (DVE) Campus</td>
<td>(954) 236-XXXX</td>
</tr>
<tr>
<td>Fort Lauderdale-Downtown (DNT)</td>
<td>(954) 762-XXXX</td>
</tr>
<tr>
<td>Dania Beach-SeaTech (ST) Campus</td>
<td>(954) 924-XXXX</td>
</tr>
<tr>
<td>Jupiter (JDM) Campus</td>
<td>(561) 799-XXXX</td>
</tr>
<tr>
<td>Treasure Coast (TCC) Campus</td>
<td>(772) 873-XXXX</td>
</tr>
<tr>
<td>Fort Pierce-Harbor Branch</td>
<td>(772) 462-XXXX</td>
</tr>
</tbody>
</table>
Phone/Voice Services

IRM manages all aspects of the University voice system at all major campus locations. All work is done on a charge-back basis.

All phone, cell phone, BlackBerry, and related requests should be made by submitting a ticket through the Help Desk (www.fau.edu/helpdesk).

FAU directory assistance now uses a voice recognition system, IntelliSPEECH. With this system you don’t need to know the number of the person you are calling. Just dial “0” or (561) 297-3000 and at the prompt say the name of the person you want to call. You will then be connected to that person’s number.

All calls that require live operator help are efficiently routed to Operator Services.

Operators also assist with international calling and conference calling features.
Password Best Practices

FAU is committed to the highest integrity in securing its IT environment. Your FAU username or your FAU NetID and your password is the University’s standard for authentication for most information systems.

FAU has two requirements for passwords:

- They must be 5 to 20 characters in length.
- They must contain a mix of letters and digits (at least 1 of each).

Recommendations for a secure password:

- Use a combination of capital and lowercase letters, numbers, and symbols (eg., ! @ # $ % ^ & - ).
- Never use your faunetid as your password.
- Never use any form of your name, pet’s name, or other name associated with you.
- Never use a word found in the dictionary.
- Change your password regularly, at least every 90 days, to keep your computer and accounts secure.
- Use password-protected screen savers (on a PC, go to Start --> Control Panel --> Display; select the Screen Saver tab, and check the box for “On resume password protect”).
- When you leave your desk, lock your computer (ctrl-alt-del) or log off so it is protected by your password when you are away.
- Do not place your password on a sticky-note taped to your monitor, under your keyboard, in your desk, or anywhere else obvious.
- Do not share your password.

About IRM

IRM plans for and provides information technology resources in support of research, teaching, and learning across all FAU campuses and to facilitate the efficient execution of administrative and public service functions of the University.

IRM is headed by Associate Provost/CIO Jason Ball.

In addition to providing FAU vital general computing and telecommunications services, IRM serves as a consultant and coordinator for more specific information technology activities and projects carried on by the various University colleges, departments, administrative offices, and research groups. IRM’s Technology Policies can be found on the web at www.fau.edu/irm/about/files/techpolicies.pdf.

This guide briefly describes the services that IRM provides to ensure that faculty receive the best possible technology resources. For more detailed information, please visit www.fau.edu/irm.

IRM publishes periodic online newsletters to inform primarily faculty and staff about technology developments, improvements, and changes. These newsletters are published as part of the FAU weekly announcements and on the IRM web site.
Getting Help

Computing support is available to FAU faculty, staff, and students 24/7 both online and via telephone.

How to Get Help

- Go to www.fau.edu/helpdesk.
- Click on the REQUEST SUPPORT tab at the top, center of the web page.
- Click on the SUBMIT A TICKET link.
- Enter your full FAU e-mail address in the “Official FAU E-mail” box.
- If you have not updated your password in this system previously, then enter your first name in the “Password” box. Be sure to type it in lowercase letters.

Important Support Center Login Notes

- If you do not know what your FAU e-mail address is, go to My FAU (myfau.fau.edu) and click on Lookup Username.
- Once you’ve successfully logged in, we highly recommend that you update your password in the Support Center. To do so, after you login, click on the MY SUPPORT tab. Then click on the MY PROFILE link.

Security

Security is something we all hear about constantly and agree is “good” and “important,” but too often we tend to let someone else worry about it. Although FAU has taken many steps to make its data and network secure, you yourself need to be aware that you can put yourself, or at least your computer, at risk. A little bit of forethought on your part can go a very long way.

First, a few DON’Ts:

- Never give out personal information (PIN, password, account name/number, Social Security number, birthdate, driver’s license, etc.) to anyone who requests it online, especially via e-mail, regardless of how official it looks. Never respond to such e-mail. Anyone can send e-mail that appears to be from a bank or other institution as a means of getting sensitive information from you. This kind of activity is called phishing.
- Never give your passwords to anyone or allow someone to log onto your account.
- Never write your password and leave it in an obvious place where someone will find it (such as taped to the bottom of your keyboard, computer, or monitor).

And now some Dos:

- Use anti-virus software to protect your computer from viruses and other harmful programs (known as malware).
- Use pop-up blockers in your web browser to help protect your computer from spyware (but allow pop-ups from the FAU domain since MyFAU and Blackboard both use them).
e-Classrooms

The University has identified that each general classroom should have certain built-in features such as TVs, VCRs, and Internet access. To learn more about the types of e-classrooms FAU offers visit [www.fau.edu/irm/labs/eclassrooms/index.php](http://www.fau.edu/irm/labs/eclassrooms/index.php).

Audiovisual Services

A variety of audiovisual (AV) equipment can be delivered to locations on the FAU campuses. Please allow three working days advanced reservation for AV equipment requests. AV services are campus specific so all requests should be made to the campus where the equipment is needed.

Phone Support

If you need to have your MyFAU or network password reset, experience login problems, or wish to speak to a support representative, please call our 24/7 support line at (561) 297-3999 or toll-free at (866) 885-8325.

Faculty/Staff Training

Free instructor-led training on microcomputer applications, Blackboard, and special programs specific to FAU’s computer environment are available to FAU faculty and staff. The sessions are hands-on training in a computer-equipped training lab, enabling participants to perform each function as it is taught. Go to [www.fau.edu/irm/training](http://www.fau.edu/irm/training) for a list of available computer training courses.
Desktop/PC Support

Recommended Hardware

IRM recommends the following minimum configurations for the 2009–2010 academic year:

**Windows XP**
- 1 Ghz Processor
- 1 GB RAM
- 20 GB Hard Drive

**Mac OS X v10.4 Tiger**
- 512 MB RAM
- 20 GB Hard Drive

**Windows Vista**
- Any Dual-Core Processor
- 2 GB RAM
- 80 GB Hard Drive
- 256 MB Video Card

**Mac OS X v 10.5 Leopard**
- 1 GB RAM
- 80 GB Hard Drive

**Windows 7**
- Any Dual-Core Processor
- 2 GB RAM
- 80 GB Hard Drive
- 256 MB Video Card

**Mac OS X v 10.6 Snow Leopard**
- Intel Processor (required)
- 1 GB RAM
- 80 GB Hard Drive

An up-to-date list of recommended hardware and operating system software can be found on the IRM web site at www.fau.edu/irm/desktop/hardware.php.

Computing Facilities

Computer Labs

All computer systems in both the instructional and open student labs are connected to the campus network. For more information about computer labs, including locations and hours of operation, visit www.fau.edu/irm/labs.

- **Open Labs** allow computer access to FAU students, faculty and staff, to perform class assignments, research, or any other University-related work.
- **Instructional Labs** are available to all faculty and staff wishing to teach courses or to hold seminars in computer-equipped facilities.

To reserve an Instructional Lab call (561) 297-3291.

Lab Software Installations

Microsoft Office Suite is loaded on all lab systems. Other software varies depending upon the lab’s geographic location and its proximity to specific academic areas of the campus.

Instructors may request that course-related software be installed in an IRM-managed lab by submitting a ticket through the Help Desk at www.fau.edu/helpdesk. The software must be compatible with the operating system on the lab computers. Software that requires hardware resources beyond those present in the lab cannot be considered unless arrangements are made to upgrade the equipment. IRM reserves the right to decline requests for security and/or redundancy reasons. A copy of the software, installation manual, and the license agreement to cover the computers in the labs must be delivered to the Lab Office at the time of the request.
Impatica for PowerPoint

Impatica makes it easy to add narrated presentations to your course web site. This site-licensed software is ideal for converting PowerPoint files into a compressed format that is optimized for streaming over the Internet and doesn’t require that users download any plug-ins for viewing. To obtain a copy of Impatica, submit a request through the online Computing Support Center (www.fau.edu/helpdesk).

Respondus and StudyMate

Respondus is a tool for creating and managing online exams, which can then either be published directly to or be administered via Blackboard.

StudyMate lets you create Flash-based activities and games using simple templates that can be used with any web server or published directly to Blackboard. FAU has site licenses for both Respondus and StudyMate. Faculty can request a copy of either one through the online Computing Support Center (www.fau.edu/helpdesk).

Elluminate

Elluminate lets instructors add live interaction (including audio, video and whiteboard) to online classes — from lectures and presentations to small group discussions and debates. It offers numerous accessibility features, cross-platform support, and all-bandwidth connectivity (no lag time or garbled communication, regardless of Internet connection speed, even at 28.8 kbps). Elluminate can be used from within Blackboard or independent of it.

For more information on Elluminate, visit www.fau.edu/irm/blackboard/elluminate.php.

Software

IRM provides technical support in the following areas:

Windows Vista Enterprise
Windows XP Professional
Mac OS X

FAU Desktop Applications and Services:

- Adobe Acrobat Reader
- Microsoft Outlook
- Safari
- NWRDC
- Internet Explorer
- SSH Secure FTP Client
- Microsoft Office Professional
- Symantec Endpoint Protection
- MyFAU
- Banner Users

Faculty and staff can obtain some commonly used software applications, such as Microsoft and Adobe products, for free or at a reduced price. A full list of packages and pricing is available online at www.fau.edu/irm/desktop.

Microsoft Office 2007 and Windows XP are available to faculty and staff for work at home for a small fee. Use of the software at home requires licensing separate from that for on-campus use. To order online visit the software order page at www.fau.edu/irm/desktop/software.php. You must submit a signed Home Use Compliance form prior to receiving your order. Send your completed form to Software Licensing Coordinator, IRM, CM217 on the Boca Raton Campus.
FAUNet ID: Your Key to Computing at FAU

All faculty and staff get a FAUNet ID upon attending orientation. This account serves as your FAU e-mail address and gives you access to the following services:

- Internet/Network Authentication
- MyFAU (myfau.fau.edu): e-mail, Calendar, Groups, and University Announcements and Self-Service
- Personal/Shared Network File Space
- Wireless Computing Authentication
- Blackboard

Your FAUNet ID is no more than eight characters and is based on your first initial and last name. In some cases, numbers are added to the end of the name to ensure that the faunetid is unique. Your FAUNet ID will be changed only if you have legally changed your name and wish to have your FAUNet ID match that name.

The FAUNet ID is the base of your FAU e-mail address: YourFAUNetID@fau.edu (example: jdoe@fau.edu).

To find out what your FAUNet ID is go to MyFAU (myfau.fau.edu) and click on “Lookup username/FAUNet ID.” Enter your Social Security number or your name and date of birth. This will display both your FAUNet ID and your Z number.

Instructional Resources

Blackboard

Blackboard is the application most often used by faculty who have all or some component of their courses online. It provides file sharing, assessments, discussions, chat, email, etc.

To use Blackboard you must first attend a hands-on training workshop or a one-on-one introductory training session. This training is also necessary if you have used Blackboard at other institutions because you must be familiar with FAU’s Blackboard environment (not all schools have the same tools) and procedures and policies. For more information about training visit www.fau.edu/irm/training.

Each semester you want to use Blackboard you will need to request activation of your course(s) to make them available to students. To request activation of your course(s) log into MyFAU (myfau.fau.edu), click on the “Faculty” tab, and use the “Blackboard Requests” channel. A new window will open to a site that allows instructors to activate individual courses, request combined section courses, and add users (such as TAs and additional instructors).

The College of Nursing and College of Business use ECollege for some of their courses. IRM does not manage or maintain ECollege. For information on ECollege support, visit fauonline.net.

SafeAssign: Plagiarism Prevention and Detection

FAU uses the SafeAssign plagiarism prevention tool. For more information and documentation go to www.fau.edu/irm/instructional/plagiarism_detect.php. Faculty may request a SafeAssign account at www.fau.edu/helpdesk.
Wireless Access

The FAU wireless network allows you to connect to the FAU network via a portable computing device, such as a laptop. This means you not only have network access, but also access to those resources that are available only via the FAU network, such as network drives (see pp. 10–11).

Wireless locations across all FAU campuses and configuration instructions can be found online at www.fau.edu/irm (select wireless).

What do I need to use wireless computing on FAU campuses?

- Laptop configured for DHCP addressing
  (see www.fau.edu/irm/wireless)
- Wireless card for your laptop
- FAUNetID and password

Wireless configuration instructions for both the Windows and Macintosh operating systems can be found online at www.fau.edu/irm/wireless.

If you need additional assistance, bring your laptop to the IRM Help Desk on the Boca campus. The Help Desk is in the Computer Center Building (CM), ground floor, by the south entrance.

MyFAU

MyFAU (myfau.fau.edu) is the University’s web portal that provides centralized online access to e-mail, calendars, administrative services, and announcements. With a single username (your FAUNet ID) and password you gain access to all these services and other services including voting application and SPOT (Student Perceptions of Teaching) for distance learning classes.

Once you have logged into MyFAU you will have direct access to Self-Service where you can view your course rosters and submit grades. You can also view your paystub, W2, and other employee information.
Network File Space

IRM provides 200 MB of personal network space, known as the “M” drive, to all faculty and staff. You can use your personal drive to store files or to publish files to the web.

Access your M drive by logging into the FAU network (such as from a computer lab). From the Windows Explorer list of drives on your computer, you should see an “M” (network) drive. You can also access your M drive via the web through MyFAU (myfau.fau.edu) using the “User Home Directory Logon” channel on the “Home” tab.

Your M drive is set up so that one folder, labeled “web,” can be used as your web site. Any files you put in that folder can be accessed publicly via the Internet.

Do not put sensitive files in your web folder.

The URL for your web files will be home.fau.edu/FAUNetID/web/ for faculty and staff, replacing FAU with your FAUNetID (everything that precedes the “@” symbol in your FAU e-mail address).

In addition, there are two publicly accessible (within the FAU network) drives: one to which anyone in the FAU community can read and write files and one that is read access only. Each college/division also has its own drive to which its members have access; likewise, each department/subdivision has its own drive. Academic or administrative units may request additional network drive space for special purposes. Drive names and who has access to them are listed below.

<table>
<thead>
<tr>
<th>Drive Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>M Personal drive</td>
</tr>
<tr>
<td>N University-wide read and write access*</td>
</tr>
<tr>
<td>O College/Division</td>
</tr>
<tr>
<td>P Department/subdivision</td>
</tr>
<tr>
<td>Q University-wide read only</td>
</tr>
<tr>
<td>R Special purpose</td>
</tr>
<tr>
<td>S Special purpose</td>
</tr>
<tr>
<td>T Special purpose</td>
</tr>
<tr>
<td>L Lab drives</td>
</tr>
</tbody>
</table>

*Do not put sensitive or private material on this drive! Files and folders on this drive are deleted periodically.