

STUDENT TECHNOLOGY QUICK GUIDE

What is MyFAU?

MyFAU is the university's web portal and web-based tool that students can use to access the course directory, registration, fee payment, e-mail, calendars, classroom tools, university information, the people directory, parking, and more. You can access MyFAU at <http://myfau.fau.edu>.



What is my FAUNet ID?

Your **FAUNet ID** is the unique username that will be assigned to you and that you will use to access most online services at FAU, including **MyFAU**, e-mail, the wireless network on campus, Canvas, and Blackboard.

Use your **FAUNet ID** to log in. As a new student, you will be required to activate your FAUNet ID prior to first use. To activate your account, visit the **FAU Account Self-Services** portal: <https://accounts.fau.edu>. You will be asked to verify your information and then set a password. This password together with your FAUNet ID will allow you to access all services offered at FAU.

Where do I find my FAUNet ID?

If you need to look up your **FAUNet ID** go to **FAU Account Self-Services** portal (<https://accounts.fau.edu>) and click on **Lookup Your FAUNet ID** link.

How do I get on the wireless network on campus?

Use your **FAUNet ID** to register your device on the wireless network. For instructions go to <http://www.fau.edu/oit/wireless/fau.php>.

Canvas

Canvas is FAU's new learning management system (LMS) that replaced Blackboard beginning of Summer 2017.

For access to courses visit <https://canvas.fau.edu>.

Canvas Tier 1 support is available 24x7, 365 days a year. There are multiple ways to get support for Canvas-related issues or questions.

Call the toll-free number (855) 691 7827 or call the FAU helpdesk at 561.297.3999 and choose Option 2.

If you are logged in to Canvas (<https://canvas.fau.edu>), click on the Help icon at the bottom left corner, under the global menu. You will be able to chat with a Canvas representative by clicking on "Chat with Canvas Support" or you can choose to "Report a Problem," which will submit a ticket to Canvas Support.

You can also search the Canvas guides by visiting guides.canvaslms.com or visit the Canvas Community and ask a question.

NEED HELP?

There are 3 ways to contact the OIT Help Desk for assistance.

Online ticket: helpdesk.fau.edu
Phone: 561.297.3999 (Canvas support available 24/7).

Walk-in:

Boca Campus - CM 138
Mon – Thurs 7:30am – 9:00pm
Fri 7:30am - 5:00pm
Sat & Sun 9:00am – 6:00pm

Jupiter Campus - SR 284
Mon – Fri 7:30am - 6:00pm

Davie Campus - LA 303
Mon – Thurs 9:00am – 9:00pm,
Fri & Sat 9:00am – 4:30pm

Ft. Lauderdale Campus - HEC 608
Mon – Thurs 11:00am – 8:00pm
Fri & Sat 12:00pm – 4:30pm