



Fall 2015

Faculty Technology Guide

Contents

About OIT	3
Getting Help	4
Workday	5
FAUNetID	6
Desktop/PC support	8
MyFAU	10
Network File Space	11
Wireless Access	14
Training	15
Instructional Resources	19
Computing Facilities	20
Security	22
Phone/Voice Services	25



The information in this publication is current as of Fall 2015. For updated information please visit our website at www.fau.edu/oit.

About OIT

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

OIT is headed by Associate Vice President and CIO Jason Ball. In addition to providing FAU vital general computing and telecommunications services, OIT 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.

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


OIT publishes periodic online newsletters informing primarily faculty and staff about technology developments, improvements, and changes. These newsletters are published as part of the FAU weekly announcements and on the OIT 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 <https://helpdesk.fau.edu>.
 - Click on the **SUBMIT A TICKET** link.
- 
- Navigate through the Service Catalog selecting the topic you need help with. Select Submit a Ticket.
 - Enter your FAUNet ID and password.
 - If you do not know what your FAUNet ID is, go to <https://accounts.fau.edu> and click on Forgot Your FAUNet ID

Phone Support

If you need to have your FAUNet ID 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.

OIT Status Updates

You can receive messages about the status of OIT systems by subscribing to updates at wordpress.fau.edu/oit/subscribe/.

Workday

Workday changes the way FAU conducts business by automating, streamlining, and standardizing current business processes in human resources and financial management. Its cloud solution meets the University's 21st century operating requirements and mitigates the risks of system failure, security breaches, and regulatory violations.

Workday enables FAU to improve the way it administers and delivers key human resource, benefit, and financial services to faculty and staff. Many paper-driven, labor-intensive business processes are now automated, making it easier and faster to submit and track changes. In addition, policies and processes are built into the new system to ensure consistency and transparency.

With 24/7 access from any computer or mobile device with internet capability, you are able to update your address, request vacation time, change a beneficiary, and view compensation and benefit information. For those staff with financial responsibilities in their job description, you are able to review account balances and approve reimbursements. FAU managers also have easy access to staffing and organizational information.

More information found at www.fau.edu/workday

Follow guides to help get started on Workday at www.fau.edu/workday/getting_started.php

Need Help in person? Bring your work and ask the experts at a Workday Open Lab. See the calendar at www.fau.edu/workday/WD-calendar.php

Log in to Workday Now!

Visit <https://workday.fau.edu>

Activate your FAUNet ID

Your FAUNet ID is assigned during the employee onboarding process within Workday. You will receive an email notification with your FAUNet ID and instruction on how to activate your account within the FAU Account Self-Services portal at accounts.fau.edu.

When you activate your FAUNet ID, you will be asked to set up three security questions and answers. You also have the option of providing a text-enabled (SMS) cell phone number to receive a verification code if you need to reset your own password in the future. This new feature will help to make the password reset process easier and more user friendly.

FAUNet ID: Your Key to Computing at FAU

All faculty and staff get an FAUNet ID upon completing their onboarding. This account serves as your FAU e-mail address and gives you access to the following services:

- **Network Authentication**
- **MyFAU** (myfau.fau.edu): E-mail, Calendar, and Self-Service
- **Blackboard**
- **Personal/Shared Network File Space**
- **OneDrive for Business**
- **Wireless Computing Authentication**
- **Online Help Desk Support**

Your FAUNet ID is up to sixteen characters and based on your first and last name. In some cases, numbers are added to the end of the name to ensure that the username is unique. Your FAUNet ID will only be changed if you had a legal name change and wish to have your FAUNet ID reflect the new name.

The FAUNet ID is the base of your FAU e-mail address, which is in the following format: **YourFAUNetID@fau.edu** (example: **jd@fau.edu**).

To find out what your FAUNet ID is please visit our FAU Account Self-Services portal at accounts.fau.edu and click on Forgot Your FAUNet ID



Desktop/PC Support

A committee reviews and recommends appropriate desktop hardware and operating system software standards for networked systems. New releases are reviewed and tested for compatibility and performance within the University computing environment. Based on the results, OIT may recommend the product for use at FAU.

Recommended Hardware

OIT recommends the following minimum configurations for the 2015-2016 academic year:

An up-to-date list of recommended hardware and operating system software can be found on the OIT website at www.fau.edu/oit/desktop/hardware.php.

Windows 8 and 8.1

1 Gigahertz Processor
2 GB RAM; 4 GB is recommended
80+ GB Hard Drive; 250 GB is recommended

Windows 7

Any Dual-Core Processor;
2GB RAM, 4GB recommended
80+ GB Hard Drive, 250 GB recommended
256MB Video Card

Mac OS X v10.8 Mountain Lion

Intel Core Processor required
2GB RAM
80+ GB Hard Drive

Mac OS X v10.7 Lion

Intel Core Processor required
2GB RAM
80+ GB Hard Drive

Software

OIT provides technical support in the following areas:

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 <http://www.fau.edu/oit/desktop/software.php>.

Software for Faculty/Staff Personal Use

OIT has partnered with JourneyEd to provide various discounted software, hardware & other educational items for faculty/staff to purchase for personal use on your own computer. This software is not for FAU-owned computers. To browse or order go to <http://www.journeyed.com/select/go/MSADBN794>.

Windows 8.1, 8, 7, or Windows Vista	
Mac OS X	
FAU Desktop Applications and Services:	
• Adobe Acrobat Reader	• Fetch FTP Client (Mac)
• SSH Secure FTP Client	• Office 2008 /2011 (Mac)
• Internet Explorer	• Safari
• Microsoft Office 2010/2013	• Banner
• System Ctr Endpoint Protection	• MyFAU
• Mozilla Firefox & Google Chrome	• Blackboard
• Lync 2013	• SharePoint

MyFAU

MyFAU (myfau.fau.edu) is the University's web portal that provides centralized online access to e-mail and administrative services. With a single username (your FAUNet ID) and password you gain access to all these services and more.

E-mail

Once you have logged into MyFAU through a web browser, click on the Outlook icon to access your e-mail. You need a web browser and Internet access.



Customizable Information Channels

MyFAU has many channels that contain not only FAU information but also information from around the world on a wide range of subjects. You can add channels to your MyFAU pages that match your needs.

FAU Self-Service Access

Once you have logged into MyFAU you will have direct access to FAU Self-Service where you can view your course rosters and submit grades as well as any employee-related information.

Network File Space

OIT 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). You should see an “M” (network) drive in the Windows Explorer list of drives on your computer. Your M drive is set up so that one folder, labeled “web,” is accessible via the Internet. Any files you put in that folder can be accessed via the Internet.

To publish files to the web, place the files in your “web” folder on your M drive (from your computer’s desktop, click on My Computer, and then click on the “M” drive, which will be labeled with your username).

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

In addition, there are two publicly accessible (within the FAU network) drives, from which anyone in the FAU community can read files. 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.

Drive Access:	
M	Personal drive
N	University-wide read access
O	College/division
P	Department/subdivision
Q	University-wide read access
R	Special purpose
S	Special purpose
T	Special purpose
L	Lab drives

Filelocker

Filelocker allows you to share files with other people both inside and outside of Florida Atlantic University. It is a temporary and secure system for sharing files and data.

All files will automatically expire and be removed 30 days after being uploaded.

You can access Filelocker at: <https://filelocker.fau.edu>

OneDrive for Business

Store and share files

- Store up to 1 TB of data in the cloud
- 2 GB maximum file size
- Store HIPAA and FERPA protected data

Access and synchronize files easily

- Access files using Web browsers or mobile devices
- Access files directly from Microsoft Office desktop applications

You can access your OneDrive for Business at <https://fau-my.sharepoint.com/>

Wireless Access

The FAU wireless network is designed for faculty, staff, and students. It allows for convenient access to the FAU network via a portable computing device, such as a wireless-enabled laptop computer, PDA, phone, or similar device. The FAU wireless network gives mobile users access to the Internet and FAU services.



Wireless locations across all FAU campuses and configuration instructions can be found online at <http://www.fau.edu/oit/wireless>.

FAU Wireless Networks:

FAU

One-time device registration using your FAUNet ID and password. Used for basic Internet access. Ideal for mobile devices. No encryption.

FAUGUEST

Log in with FAUNet ID and password or phone number and temporary password. Used for basic Internet access. Ideal for FAU visitors. No encryption.

FAUWPA2

Log in with FAUNet ID and password. Secure network to run critical applications such as Banner over wireless. Encrypted using WPA2.

If you need additional assistance bring your laptop to one of the following locations during regular business hours: Boca Raton — Bldg 22, Room 138; Davie — LA-303E; Fort Lauderdale — HEC 608; Jupiter — SR-284.

Instructional Resources

Blackboard

Blackboard is a course-management system that OIT supports for the University. With it, instructors can easily post their syllabi, lecture notes, and assignments online for students to access at any time. It includes many features, including rubrics, online assessments, and interactive features such as blogs, journals, wikis, and discussion boards. Instructors can use Blackboard as the sole means of delivering their courses or in a hybrid/blended learning capacity.

Approximately two weeks before a semester starts, instructors will have access to their courses in Blackboard. Student enrollments are updated automatically. You only need to log in and make your courses available for students to be able to access them (until you do so students will not have access to the course).

Please visit <http://www.fau.edu/oit/blackboard/> for more information and for tutorials about Blackboard.

Blackboard training is not required but is highly recommended. We offer hands-on workshops as well as one-on-one appointments. To request a one-on-one appointment or a focused group session, please submit an online helpdesk ticket.

SafeAssign & TurnItIn: Plagiarism Prevention and Detection

SafeAssign & TurnItIn are plagiarism prevention services offered through Blackboard. These services help educators prevent plagiarism by detecting unoriginal content in student papers. For more information visit: <http://www.fau.edu/oit/blackboard/safeassign.php>

Collaborate

Collaborate is a desktop web conferencing tool that lets you bring interactive audio, video, whiteboard, text, application sharing, and more into your classes via Blackboard. You can also record your Collaborate sessions to share with students who could not attend (or would like to review them later on). For more information visit <http://www.fau.edu/oit/blackboard/collaborate.php>.

iTunes U

iTunes U provides access to a wide range of digital audio and video content via the iTunes Store, Apple's online music, video, and podcast service. The iTunes U tool within Blackboard allows instructors to create an area available to only their students and that includes the course-based audio/video materials that the instructor has linked to Blackboard course sites.

For more information visit www.fau.edu/oit/blackboard/pdf/itunes_u.pdf.

Respondus

Respondus is a tool for creating and managing online exams which can then be published directly to and administered via Blackboard. Faculty can request a copy of Respondus by submitting a ticket to the online help center: <https://helpdesk.fau.edu>

LockDown Browser

LockDown Browser is a customized web browser that prevents students from printing, copying, going to another URL, or accessing other applications during an assessment. If an instructor has set up online exams or assessments in Blackboard to require that

LockDown Browser be used, the exam will not be accessible with a standard web browser such as Internet Explorer, Firefox, or Safari. Instead, students must use a computer that has the LockDown Browser software installed.

The LockDown Browser software has been installed in most FAU instructional and open labs. Students wishing to take an assessment requiring LockDown Browser from their own computer must first install the software. For more information visit http://www.fau.edu/oit/blackboard/lockdown_browser.php

Monitor

Respondus Monitor is a companion product for LockDown Browser that enables institutions to protect the integrity of non-proctored, online exams. Students use their own computer and a webcam to record assessment sessions, all without leaving Blackboard.

For more information visit: <http://www.fau.edu/oit/blackboard/respondusmonitor.php>

StudyMate

StudyMate Class is a tool that lets both instructors and students collaboratively create study materials and self-assessments in Blackboard. Simple templates are used to enter items like glossary terms, lecture facts, sample problems, or multiple choice questions. Students can then view the collective materials using interactive games, self-assessments, or quizzes. Depending on the editing rights set by the instructor, students can even edit the contributions by others.

For more information visit www.fau.edu/oit/blackboard/studymate_class_server.php.

iClicker

Clickers are a tool that allows instructors to create questions to evaluate class comprehension or retention of complex material and create an interactive learning experience by polling students. Students enter their responses using various devices, providing instantaneous assessment feedback that enables instructors to confidently move forward with material or step back and review, closely tailoring the lecture to the students' needs. They are especially useful in large lecture classes.

For more information, visit: <http://www.fau.edu/oit/instructional/iclickers.php>

Echo Personal Capture

Have you ever wished that you could use your class time more effectively? A new teaching model called the flipped classroom is allowing instructors to use technology to deliver instruction to students at home through lecture videos (which they can review as many times as they need to so that they come to class prepared to work) and move "homework" (such as assigned problems) to the classroom. This lets instructors spend more one-on-one time with students, answering questions, reviewing difficult concepts and working through problems in a collaborative classroom environment.

For more information, visit <http://www.fau.edu/oit/blackboard/echo.php>

Faculty Self-Serve Studio: Instructional Technologies has created an area for instructors to record professional-quality videos. Available within this space are lights, a camera, microphones, document camera, and a comfortable desk for creating Echo recordings. Technical support will also be available.

To request training or an appointment to use the studio, submit a ticket to the online help center: <https://helpdesk.fau.edu>

Faculty/Staff Training

One-on-one appointments, and instructor led workshops on computer applications such as, Blackboard, Google Applications, and special programs specific to FAU's computer environment are available to FAU faculty and staff. Microsoft training is offered via Microsoft IT Academy.

Blackboard Workshops: These workshops are schedule on a group by group basis and can be customized to your individual needs. The length of the workshop can vary depending on the topics needed. Some of these topics can include, Blackboard Basics, What's New?, Blogs, Wikis, and Journals, Groups, Grade Center, Online Testing, Assignments, Rubrics, and more.

Google Applications: The topics covered in these workshops will include how to sign in, use, and apply the various applications (Docs, Sheets, Presentation, and Forms) in your different work settings for both the classroom and office.

Classroom Orientation: FAU Classrooms are equipped with various levels of technology. We have standard classrooms, interactive video conference classrooms and Echo lecture capture classrooms.

Echo Personal Capture: This workshop will include topics on how to create, use, and produce personalized videos for your online or hybrid class.

If you are interested in any of the above topics for a one on one or custom group session or if you have other questions about what can be offered, please submit a ticket for training at <https://helpdesk.fau.edu>.

Computing Facilities

Computer Labs

All computer systems in both the instructional and open student labs are connected to the campus network and have full access to the Internet. For more information about computer labs, including locations and hours of operation, visit www.fau.edu/oit/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 please call (561) 297-3291.

Lab Software Installations

Microsoft Office Suite is installed 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 OIT-managed lab by submitting a ticket through the online Help Desk at <https://helpdesk.fau.edu>. The software must be compatible with the operating system on the lab computers. Software that requires hardware resources beyond system capabilities cannot be considered unless arrangements are made to upgrade the equipment. OIT 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 re-

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.

Classroom Technology

Nearly all University classrooms are now equipped with technology, including:

- Ceiling-mounted projector
- Computer
- Symposium (computer monitor that can serve as an electronic white board)
- DVD /VCR
- BluRay
- Document camera (approximately half of the classrooms)
- Laptop
- Auxiliary input

Microphones are available in teaching auditoriums. For more information see www.fau.edu/oit/labs/eclassrooms/.

Audiovisual Services

A variety of audiovisual (AV) equipment can be delivered FAU's campuses. Please submit requests for equipment 3 working days in advance to the AV Services team on the campus where the equipment is needed.

Video Conferencing

FAU has numerous classrooms and conference rooms across all campuses with video conferencing capabilities. If you need to schedule a video conference, please submit a request online at

Video Production and Event AV Support

OIT can provide AV setup and support as well as record events and guest speakers. For events that are not direct academic instruction there will be a charge. For events requiring AV equipment or support, contact avserv@fau.edu.

Security

Security is something that we often take for granted. A little preparedness and awareness can help protect sensitive information such as bank and social security information, and generally ensure that computers run optimally and encounter few problems.

First, a few DON'Ts:

- Never give out personal information (social security number, birth date, driver's license, any account number or password, etc.) to anyone who asks for it online or via e-mail. It is very easy for someone to send an 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).



Now some DOs:

- Use anti-virus software to protect your computer from viruses and other harmful programs (known as *malware*).
- Use personal firewall software to prevent unauthorized access to your computer.
- Use pop-up blockers in your web browser to help protect your computer from spyware.

Password Best Practices

FAU is committed to the highest integrity in securing its IT environment. Your FAUNet ID and your password are the University's standard for authentication for most information systems.

FAU has the following requirements for passwords:

- A password must be at least 8 characters and no more than 30 characters long.
- A password should contain 3 of the following 4 types of characters: uppercase, lowercase, numeric, or symbols.
- A password may not repeat the user's previous 6 passwords.
- A password should not contain the user's first name, last name, or email address.
- Passwords will expire once a year. Users will be notified via email 15 and 7 days before expiration and may change their passwords any time prior to expiration at <https://accounts.fau.edu>.
- A user whose password has expired must change his or her password at next login.
- Accounts will now lock out after 10 failed login attempts.

Recommendations for a secure password:

- Use a combination of upper- and lowercase letters, numbers, and symbols (e.g., !, #, %, ^, +, -).
- Never use your FAUNet ID as your password.
- Never use any form of your name, pet's name, or other names 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.
- When you leave your desk, lock your computer (ctrl-alt-del or Windows Key + L) or log off to prevent others from using your computer while 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.



Remember: A member of FAU will NEVER ask you for your password. Under no circumstances should you reveal your password to another person.

Phone/Voice Services

OIT manages all aspects of the University voice system at all major campus locations. Voice services are managed by Communication Infrastructure (CI) and all work is done on a charge-back basis. CI provides voice system configuration, order processing, cabling, outside vendor orders, equipment maintenance, user training, and billing of regular phones, cellular phones, and phonemail. Requests for services or consultations should be made by submitting a ticket through the online Help Desk (<https://helpdesk.fau.edu>).

Requesting Phone Support or Service

Technical service issues and loss of dial tone should be reported by opening a problem/issue ticket using the online Service Desk (<https://helpdesk.fau.edu>).

For assistance with any questions, please call 7-6235, Monday-Friday between 8 a.m. and 5 p.m., for our Support Services team.

FAU now uses a voice recognition system, IntelliSPEECH. With IntelliSPEECH, you do not need to know the phone number of the person or department you are calling. Just dial "0" from any campus phone or (561) 297-3000 from any off-campus phone and say the name you want to reach at any of the FAU campuses. You will then be connected to that person or department. All calls that require live operator help are efficiently routed to Operator Services. Operators also assist with international calling and conference calling features.



Placing Calls at FAU

To call someone on the Boca Raton campus, dial 7 plus the 4-digit extension.

To call someone on any of the partner campuses, dial 6 plus the 4-digit extension.

To make either a local or a long distance phone call, simply dial "99" plus the number that you wish to be connected with.

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

Boca Raton Campus	(561) 297-XXXX
Davie (DVE) Campus	(954) 236-XXXX
Fort Lauderdale-Downtown (DNT)	(954) 762-XXXX
Dania Beach-SeaTech (ST) Campus	(954) 924-XXXX
Jupiter (JDM) Campus	(561) 799-XXXX
Fort Pierce-Harbor Branch	(772) 242-XXXX



Important Phone Numbers to Remember

FAU Main Number	561-297-3000
University Status Line	1-888-8FAUOWL or 1-888-8328695
University Police	561-297-3500
Registrars	561-297-3050
Human Resources	561-297-3057
Environmental Health & Safety	561-297-3129
Traffic and Parking	561-297-2771
Disability Services	561-297-3880
Alumni Relations	561-297-6028

