

Did you Know?

Welcome back! As we get ready for the new academic year, we'd like to share some important news and tech tips to help keep you and your work secure.

Windows 10 End of Support - October 14, 2025

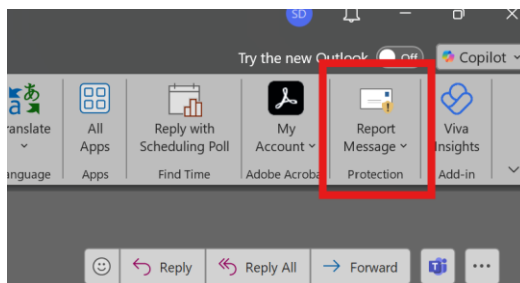
Windows 10 will reach the end of support on October 14, 2025. At this point technical assistance, feature updates and security updates will no longer be provided by Microsoft. We have been proactively upgrading all of the College of Education's PCs to Windows 11 since the End of Service announcement and were one of the first colleges to migrate off of the discontinuing platform. However, if you still have personal Windows 10 devices, we recommend upgrading them to Windows 11 as soon as you are able.

Tips for Protecting Your FAU Account

- Never share your FAU password or write it down.
 - FAU will never ask for your password by phone or email.
 - Emails from outside FAU will be marked: *"External Email: Exercise caution when responding, opening links, or opening attachments."*
 - FAU email accounts do not expire — be cautious if you receive messages claiming otherwise.
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Watch Out for Scams & Phishing Emails

- If you get a suspicious email, report the message by using the **Report Message** feature in Outlook.



- Don't click links or respond to emails unless you're sure they're safe.
 - Be careful with emails asking for a "favor" or personal info.
 - Signs of a scam include strange sender addresses, bad grammar, or missing signatures.
 - Never give out personal information unless you're sure it's safe and expected.
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Technology Fee Proposals (2025-2026)

The University Technology Fee Proposal website will be opening soon—typically in September. You can visit <https://www.fau.edu/techfee> to review the guidelines and submit a proposal.

Please note: While anyone can submit a proposal, technology fees are specifically intended to support instruction.

Submission deadline: November 8

Your College IT Tech Support Team:

- Todd Walsh – Technical Support Specialist
twalsh5@fau.edu | [Chat on Teams](#) | 561-297-0916
- Andres Leon – Webmaster & Database Technical Support
aleon11@fau.edu | [Chat on Teams](#) | 561-297-3365
- Steve Diaz – Director of Technology Services
sdiaz@fau.edu | [Chat on Teams](#) | 561-297-3038

The Tech Support staff office and computer lab are open to faculty, staff, and students, and are located on the third floor of the Education Building (Room 335) on the Boca campus. It's a great place for College of Education students to have a computer to use or make use of the printers.

You can request support by contacting the Helpdesk:

- Submitting a ticket at <https://helpdesk.fau.edu>
- Helpdesk: 561-297-3999

Using the ticket system helps us plan our day and respond faster to everyone in a timely efficient manner. We also have remote tools in place to help you whether you're on or off campus. Don't hesitate to submit a ticket if you need help.

We're excited to start this new academic year with you. Have a great semester and let us know if you need anything!