Did you Know?

Adobe Acrobat Pro - Now Available to All Faculty & Staff

We are pleased to let you know that Adobe Acrobat Pro is now available to all faculty and staff. Adobe Acrobat Pro will allow you to easily create pdf documents, pdf fillable forms, and convert pdf to word documents. We have made the software easy to install on all FAU computers. For FAU owned devices, please use the Company Portal to install and use these directions here. If you need to install Adobe Pro on a personal computer, use these directions here.


Software Available to FAU Faculty & Staff

The COE Tech department has put together a webpage to inform our Faculty & Staff of all the software available from FAU. Some of these software licenses enable faculty, staff, or students to use the software at no cost, either at the University or from their homes. Other licenses limit who is eligible to use the software or charge a fee. Click here to see a comprehensive list of available software.

Microsoft Entra MFA Replacing Duo Mobile

Florida Atlantic University is switching from Duo to Microsoft Entra MFA for all services, requiring all employees and students to set up the free Microsoft Authenticator app on their mobile device.

During September, OIT initiated the MFA notice and warning prompt after signing into a FAU application such as Workday, Canvas, or MyFAU. The warning prompt provided directions for adding the Microsoft MFA app to your mobile device. Once you have installed the Microsoft Entra MFA app and added your FAU account, you will have done all that is needed for the new MFA.

username @fau.edu

Approve sign in request

Open your Authenticator app and approve the request. Enter the number if prompted.

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Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

Early October, Microsoft Entra MFA will begin to pop-up some services, but Duo MFA may still prompt for some services until the new Microsoft Entra MFA is fully transitioned.
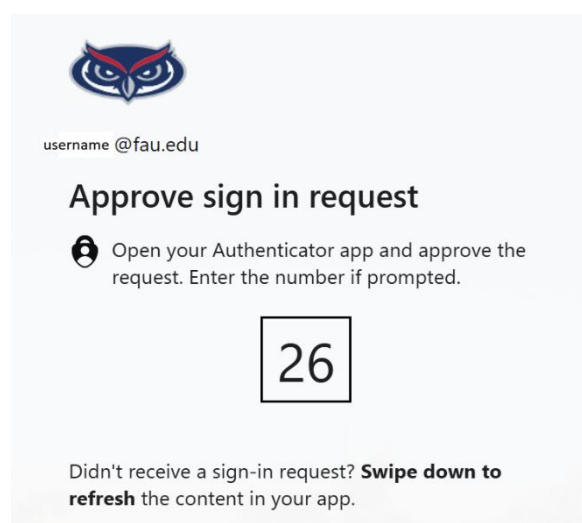
Key dates for the MFA transition

Date	Details
Mid-September	Faculty/Staff directed to enroll in Microsoft MFA
Early October	Microsoft apps for Faculty/Staff begin requiring Microsoft MFA
Early October	Students directed to enroll in Microsoft MFA
Mid-October	Microsoft apps for Students begin requiring Microsoft MFA
Mid-December	Microsoft MFA required for most applications
Early February	Google transitions to Microsoft MFA

Please visit the [Helpdesk KB articles](#) for more information on installation of the Microsoft Entra MFA Authenticator.

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.

Technology Fee Proposals (Now Open)

The University Technology Fee Proposal website is now open for new proposals. 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.

New submission proposals deadline: October 27th

All Approvals must be completed: Nov. 10th

February / March: Awards Announced

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.