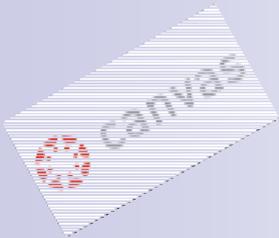




Faculty Technology Guide

Fall 2019



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The information in this publication is current as of Fall 2018.
For updated information please visit our website at www.fau.edu/oit.

About Office of Information Technology (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 for IT & 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.

Getting Help

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



How to Get Help

- Go to <https://helpdesk.fau.edu>.
- Click on **Request Help** button.
- 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 **Lookup Your FAUNet ID**

Request Help

Phone support is also available by calling (561) 297-3999 (see hours below). Canvas support is available 24/7.

Helpdesk hours and walk-in location:

Boca Raton Campus CM138

M-Th 7:30 am – 11:00 pm (Walk-In support ends at 9:00pm)

Fri 7:30 am – 5:00 pm

Sat & Sun 9:00am – 6:00pm

Walk-In Hours for partner campuses:

Jupiter campus SR 284 Mon - Fri 7:30AM to 6:00PM	Ft. Lauderdale HEC 608 Mon - Thur 11:00AM to 8:00PM Fri & Sat 12:00PM to 4:30PM
Davie campus LA 303 Mon - Thur 9:00AM to 9:00PM Fri & Sat 9:00AM to 4:30PM	

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

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 (highly recommended) 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 and you will not need to contact the OIT Help Desk for assistance.

Two-Factor Authentication at FAU

Two-factor and multi-factor authentication add a second or third layer of security to your FAUNet ID. Using a second factor when logging into services such as Banner, Workday, and ePrint helps prevent anyone other than you from logging in even if they know your password.

For more information about MFA and the advantages it provides, please visit: <http://www.fau.edu/oit/accounts/mfa.php>
Instructions on how to enroll in MFA can be found at: <http://www.fau.edu/oit/files/Duo%20Multifactor%20Authentication.pdf>
OIT highly recommends using the Duo app that can be downloaded from the App stores.

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
- **Office365 email**
- **Canvas**
- **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: **jdoe@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 2018-2019 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 10

1 GHz Processor or faster

Min RAM: 1GB (32-bit) or 2 GB (64-bit). OIT recommends at least 4GB or more.

Free hard disk space: 16 GB. OIT recommends using a hard drive with 250GB of space or more.

Mac OS X v10.12 Sierra, 10.13 High Sierra, 10.14 Mojave

For upgrades, visit: <http://www.apple.com/osx/how-to-upgrade/>

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 10 / Mac OS X Sierra, High Sierra, Mojave	
FAU Desktop Applications and Services:	
• Adobe Acrobat Reader	• Fetch FTP Client (Mac)
• Microsoft Office365	• Office 2019 (Mac)
• Internet Explorer	• Safari (Mac)
• Skype for Business 2016	• Banner / Workday
• System Ctr Endpoint Protection	• MyFAU
• Mozilla Firefox	• Canvas
• Google Chrome	• SharePoint
• Filelocker (temp file sharing)	• Email Distribution Lists (Sympa)
• Office 365	•

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 Navigation

In MyFAU, you have the ability to add favorites to appear on your MyFAU home screen (appears after logging in).

FAU Self-Service Access

Once you have logged into MyFAU you will have access to FAU Self-Service where you can view your course rosters and other faculty-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 drives within the FAU network, 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/>

Please note that access to OneDrive for Business will be removed when you are no longer an active employee. At that time, you will not be able to access documents stored on the drive.

Wireless Access



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

Wireless 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

Canvas

Canvas is FAU's learning management system (LMS)

- Visit www.fau.edu/canvas to stay current with the latest information about our transition.
- Register for workshops and tech talks at techevents.fau.edu.
- Read the Canvas guides at guides.canvaslms.com.
- Subscribe to the Instructional Technologies Blog at wordpress.fau.edu/canvas



Plagiarism Prevention and Detection

TurnItIn is a plagiarism prevention services offered through Canvas. These services help educators prevent plagiarism by detecting unoriginal content in student papers.

For more information visit:

https://www.fau.edu/canvas/additional_tools.php#turnitin.

Cisco Webex

Webex is a desktop web conferencing tool that lets you bring interactive audio, video, whiteboard, text, application sharing, and more into your classes via Canvas. You can also record your Webex sessions to share with students who could not attend (or would like to review them later on).

For more information visit:

https://www.fau.edu/canvas/additional_tools.php

Respondus

Respondus is a tool for creating and managing online exams which can then be published directly to and administered via Canvas. 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 Canvas 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:

https://www.fau.edu/canvas/additional_tools.php#LB_Monitor

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 Canvas.

For more information visit:

https://www.fau.edu/canvas/additional_tools.php#LB_Monitor

StudyMate

StudyMate Class is a tool that lets both instructors and students collaboratively create study materials and self-assessments in Canvas. 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 http://www.fau.edu/canvas/additional_tools.php#StudyMate.

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>

Top Hat

Top Hat is a student response system that utilizes students' personal devices (smart phones, tablets, laptops, etc.) combined with interactive slides to facilitate classroom discussions, track attendance, and conduct real time polls or quizzes. Outside of the classroom, the platform features and Interactive Text platform where professors can adopt, customize or create content for their courses. For more information, visit:

https://www.fau.edu/canvas/additional_tools.php#TopHat

Mediasite Desktop Recorder

Mediasite desktop recorder is a desktop recorder used to share content, flipped classes, and lectures. It captures high quality slideshows or screencasts that preserve every annotation and screen movement. You can pair your content with webcam video or simply a voice over. Everything you need in one easy to use tool.

For more information, visit https://www.fau.edu/canvas/additional_tools.php#MyMediaSite

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> or to book yourself use the Space and Room bookings section of the calendar at techevents.fau.edu.



Faculty/Staff Training

One-on-one appointments, and instructor led workshops on computer applications such as, Canvas, Google Applications, and special programs specific to FAU's computer environment are available to FAU faculty and staff. Microsoft training is offered via online self-guided tutorials from the Microsoft Imagine Academy.

Canvas 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, Canvas Primers 1 & 2, focused Tech-Talks on Discussions, Gradebook, Groups, or Quizzes.

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.

Mediasite Desktop Recorder: This workshop will include topics on how to create, use, and produce personalized videos for your online or hybrid class.

Cisco Webex: This workshop includes topics on how to use Webex for teaching online classes and hosting virtual office hours through Canvas. Basic Webex skills will also be covered for those wishing to use Webex to host virtual meetings.

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>. You can also check the training calendar at <techevents.fau.edu> for current sessions.

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 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, Video Conferencing, and Event Audiovisual support

A variety of audiovisual (AV) equipment is available at 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 required.

FAU has numerous classrooms and conference rooms across all campuses with video conferencing capabilities. Interactive courses must be booked through the Registrar's office prior to the academic term. The same rooms may be reserved for individual meetings, special events, and guest speakers.

If you need to schedule a video conference, please submit a request online at <https://helpdesk.fau.edu>.

Audiovisual Services, Video Conferencing, and Event AV support (Cont.)

WebEx is a web-conferencing tools that enables faculty and students to participate in virtual live sessions. Use WebEx as a means of bringing in students, guest speakers, or others from remote locations in to video conference sessions.

Events not directly related to academic instruction will be charge.

More information and request forms can be found at:

- Video Conference: <http://www.fau.edu/oit/instructional/videoconference.php>
- Audio Visual: http://www.fau.edu/oit/instructional/av_services.php
- Submit requests for all services: <http://helpdesk.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 OIT/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 Xpressions phonemail. For more information visit <https://www.fau.edu/oit/phone/>

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 Help Desk (<https://helpdesk.fau.edu/TDClient/Requests/ServiceDet?ID=5753>).

Requests for services or consultations should be made by submitting a ticket through the online Help Desk (<https://helpdesk.fau.edu/TDClient/Requests/ServiceDet?ID=4286>).

FAU uses a speech recognition system, IntelliSPEECH, to automatically answer and transfer incoming and internal phone calls. To use IntelliSPEECH, dial "0" from any FAU phone or dial 561.297.3000 from any campus and say the name you wish to reach. You will then be connected to that person or department. If you need to speak to the FAU Operator, simply dial "0" from any FAU phone and ask for "Operator."

If you have any questions regarding our services, please contact CI Support Service at 7.6235. We are available Monday through Friday, between 8 a.m. to 5 p.m.

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 Campus	(954) 236-XXXX
Fort Lauderdale Campus	(954) 762-XXXX
Dania Beach-SeaTech Campus	(954) 924-XXXX
Jupiter 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 1-888-832-8695
University Police	561-297-3500
Registrars	561-297-3050
Human Resources	561-297-3057
Environmental Health and Safety	561-297-3129
Traffic and Parking	561-297-2771
Student Accessibility Services	561-297-3880
Alumni Relations	561-297-6028
Computer/OIT Help Desk	561-297-3999

