

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 a unique username 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 at <https://accounts.fau.edu>.

You will be asked to verify your information, set recovery options, 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 at <https://accounts.fau.edu> and click on **Lookup Your FAUNet ID** tile.

HOW DO I GET ON THE WIRELESS NETWORK?

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 learning management system (LMS). 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, 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. 7:30 a.m. – 9 p.m.
Fri. 7:30 a.m. – 5 p.m.
Sat. & Sun. 9 a.m. – 6 p.m.

Jupiter Campus (SR-284)

Mon. – Fri. 7:30 a.m. – 6 p.m.

Davie Campus (LA-303)

Mon. – Thurs. 9 a.m. – 9 p.m.
Fri. & Sat. 9 a.m. – 4:30 p.m.

Ft. Lauderdale Campus (HEC-608)

Mon. – Thurs. 11 a.m. – 8 p.m.
Fri. & Sat. 12 p.m. – 4:30 p.m.