

# Student Orientation Letter

Welcome to your online course! This page will provide you with information about how to access your distance learning course. You may want to save this letter for future reference.

You will use the Blackboard program for your online course throughout the semester to read course material, receive and submit assignments, and engage in exchanges with classmates and your instructor.



## Getting Help

If you need assistance in using WebCampus, you may:

- access the **Student Manual** from within your course by clicking on **Tools** (located on the left panel of the screen) and selecting **Manual**,
- use the online resources at <http://support.blackboard.com>, registration is free and easy,
- contact the Fairleigh Dickinson University Technical Assistance Center (FDUTAC) at 973-443-8822, [fdutac@fdu.edu](mailto:fdutac@fdu.edu), or <http://fdutac.fdu.edu> – **NOW AVAILABLE 24 HOURS A DAY!**



## Accessing Your Course:

- In order to access your course, you must have an **FDU Webmail** account. You can apply for an **FDU Webmail** account online at <http://webmail.fdu.edu>. Once you have a Webmail address, your account for your course will automatically be created. This process may take **up to 36 hours** to be completed.
- Point your browser to <http://webcampus.fdu.edu>.
- When the FDU WebCampus screen appears, enter your **FDU Webmail username** (e.g. *einstein@student.fdu.edu*) and your **FDU Webmail password**.
- All of the courses that you are registered will be available in the box titled **My Courses**, click on the appropriate course link.



## Changing Your Password:

You can change your password only by changing it in your Webmail account.



## Changing Your Email Address:

You **cannot** change your email address. However, if you would like, you can forward your Webmail email to a different email address. Directions are available from the **Docs** link at <http://webmail.fdu.edu>. Click on the **In Depth** button and then the **Forwarding** link.



## Course Information & Course Material

You will access the course syllabus, readings, assignments, and links and requirements by clicking on the buttons or text links (such as **Course Information**, **Course Documents**, etc.) located on the left panel. Be sure to check the **Announcements** section, shown on the very first page when you enter the course, for recent and important information from your instructor.

**Have a great semester!**

**Please Note: You may not be able to access your course until classes officially begin.**

# Webcampus Help Resources

## FDU Technical Assistance Center

**Now Available 24 Hours a Day!**

The Fairleigh Dickinson University Technical Assistance Center (FDU TAC) is the university helpdesk support organization. Students, faculty and staff may contact the FDU TAC to initiate support requests for online courses as well as other software and/or hardware issues.

The FDU TAC's primary goal is to initiate your support request, verify your contact information, assist with troubleshooting and resolution, or to swiftly escalate to resolving parties so that you may focus on your work, and your goals.

**Phone:** (973) 443-UTAC      **Email:**              **FDUTAC@fdu.edu**  
(973) 443-8822              **WebPortal:**        **http://fdutac.fdu.edu**

## Online Blackboard Assistance

The software running on the Webcampus server is called Blackboard. Specifically, FDU is using version 6.0. If you have questions about any of the Blackboard features, you can find additional information at the sources below:

**Online Support:** Blackboard provides full on-line support available through <http://support.blackboard.com> or through the **Help** icon at the top left of the window above the tabs. Registration is free and easy and will give you access to:



**Search the Knowledge Base**  
**Self-Paced Tutorials**  
**Download Plug-Ins**

**Student Manual:** From within a course, click on the **Tools** button. Next, click on the link for **Manual**. This will bring you to the **Student Manual** with interactive links as well as a Table of Contents and Search feature.