Creating Your AU User Name and Password - *Student Instructions*

Every AU student receives a unique user name that provides access to AU's various on-line resources. If you are a new student, you will need to follow these steps to create your user name:

1. Open a Web browser and go to myau.american.edu
2. Click on the link **"New students, faculty, and staff: Create your account"**
3. Click the **I AM A STUDENT** link.
4. Select **START THE ACCOUNT CREATION PROCESS**.
5. Enter the following personal information when prompted:
   o your seven-digit AU ID number, which can be found on any official document from the university (required)
   o your name (required)
   o one of the following: (required)
      ▪ the last four digits of your social security number
      ▪ your date of birth in the format of MMDDYYYY
      ▪ the last four digits of your home telephone number
6. Your new username and e-mail address will be displayed on the screen - you should record this information for future reference.
7. You will be asked to agree to AU's technology policies and then to enter your choice of an initial password, which you will be required to change every 90 days.
8. You will also be encouraged to choose a secret question and answer for verification purposes if you ever forget your password.

The system will take a moment to create your user name. When you see the message stating that your user name has been successfully created, you are ready to log in to the myau.american.edu portal for the first time.

At this point, the portal will display your user name, your AU sponsored Gmail account e-mail address, and your temporary Gmail password. You should go to the AU Gmail website at mail.student.american.edu and select a new password.

Tip: New accounts cannot log into Blackboard immediately until an update process has run, which happens several times per day at 11:00 am, 5:00 pm and 12:00 am.

E-mail at AU
AU provides e-mail accounts for all faculty, staff, and students.

Important messages from the university are often only sent by e-mail, so it is very important for you to check your AU e-mail regularly or forward your AU mail to your personal account.

Your e-mail account is created when you complete the self-service account creation application via the myau.american.edu Web portal. Your e-mail address is displayed during that process.

- Student E-mail: AU has partnered with Google to provide e-mail service to students. Students may chose to not use the AU-sponsored Gmail service and opt to use the faculty and staff e-mail service.

For assistance using your AU e-mail, please contact the IT Help Desk at 202-885-2550, helpdesk@american.edu, or AskAmericanUHelp.

Student E-mail Services

The AU-sponsored Gmail service is available to all students, who are not also in a faculty or staff position at the university. The AU-sponsored Gmail address takes the form of **username@student.american.edu**.

You can access your e-mail in a variety of ways, including:

- Accessing your e-mail through the Web at mail.student.american.edu.
- Using your choice of supported IMAP clients (like Mac Mail, Thunderbird, and Microsoft Outlook 2007).

Be sure to regularly monitor what is sent to this address, as many important announcements, such as messages from your instructor and the Registrar, will only be sent to this address.

Students may chose to not use the AU-sponsored Gmail service, and instead opt to use the faculty and staff e-mail service. To opt out of the Gmail service, students must contact the IT Help Desk.

For assistance using your AU-sponsored Gmail, please refer to the Frequently Asked Questions document or contact the IT Help Desk at 202-885-2550, helpdesk@american.edu, or AskAmericanUHelp.

How do I forward my AU-sponsored Gmail account to another e-mail address?
We would like to encourage you to try the Gmail service (which includes Google Chat, Documents, and Calendar), but if you wish, you can opt to forward your AU-sponsored Gmail account to another external e-mail address by following the steps below:
1. Log into mail.student.american.edu.
2. Then, click **SETTINGS** and **FORWARDING AND POP/IMAP**.
3. Check the radio button beside **FORWARD A COPY OF INCOMING MAIL TO** and enter your **EXTERNAL E-MAIL ADDRESS** in the box.
4. IMPORTANT: We recommend that you keep a copy of messages sent to you in your Gmail inbox by selecting the **KEEP AMERICAN UNIVERSITY'S COPY IN THE INBOX**.

5. Finally, click **SAVE CHANGES** from the bottom of the page.

Blackboard

How to Log into Blackboard

Blackboard can be found on the myau.american.edu portal. Click the BLACKBOARD link and enter your USERNAME and PASSWORD. You can also login through https://blackboard.american.edu/

Note: Blackboard requires a separate login, but the username and password should be the same as what you used to login to the portal.

Logging into Blackboard

1. Open your Internet browser.
2. In the address field type http://my.american.edu or https://blackboard.american.edu/
3. You will be prompted for your Blackboard username and password. For AU students, faculty, and staff, your Blackboard username is your EagleNet ID. (ie, ac1047a or jdoe). Your Blackboard password is your EagleNet password.

Contact the IT Help Desk at x2550 if you need help with passwords. Or you can request your password by clicking "forgot your password?" at my.american.edu

Blackboard Help & Information
http://www.american.edu/provost/ctrl/Blackboard.cfm

Wimba Classroom

Wimba is a synchronous class tool that can allow your professor to conduct classes and office hours remotely! You can access Wimba through the Live Classroom Link in Blackboard, log in and join your class from anywhere!

In Wimba, your professor can:
- Make a presentation remotely with video, voice and slides.
- Engage your class into discussion groups remotely.
- Share applications from your computer for demonstration.
- Integrates with your existing Blackboard Course.

Need Help Now? Contact the IT Help Desk
http://www.american.edu/oit/Need-Help-Now.cfm

Answers to your technology questions are just an e-mail, instant message, or phone call away. Contact the IT Help Desk at 202-885-2550, helpdesk@american.edu, or AskAmericanUHelp to reach one of our professional staff who can answer your questions and provide general troubleshooting assistance.

You can receive help with computer configuration issues, discuss software problems, report network access difficulties or hardware malfunctions of university-owned equipment, or get advice on just about any technical issue you may face at AU.

Most questions can be answered over the phone during your initial call, but if necessary a network analyst may be sent to your campus location for on-site assistance. The best time to call is from 9 a.m. to 5 p.m., Monday through Friday, but the IT Help Desk is staffed every day, around the clock.

Please choose one of the following options for assistance:

Submit a Request to have a Help Desk analyst respond within 24 hours during weekdays. Please provide as much information as possible in the request. If you need immediate assistance during evenings or weekends, please contact the Help Desk by telephone at **202-885-2550**.

Chat with the Help Desk Monday through Friday (excluding holidays) from 10 a.m. to 4 p.m.

View the Status of a Previous Request (login with your my.american.edu **user name** and **password**)

Submit a Request for Project Support for a new technology initiative or system modification.

For immediate assistance, please contact us at **(202) 885-2550**.