




Reference Guide for Online Students

Welcome to your online course at FDU. This guide provides information on how to access your distance learning course, email, and student records at the University. Important contacts for getting help are listed on the last page.

 **WebCampus:** You will use FDU's WebCampus for your online course throughout the semester to access course material, receive and submit assignments, and engage in exchanges with classmates and your instructor. WebCampus uses software called Blackboard 8.0.

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> (see instructions below). Once you have a WebMail address, your account for your course will automatically be created. This process may take up to 36 hours to complete.
- Point your browser to <http://webcampus.fdu.edu>.
- Enter your **FDU WebMail username** (e.g. name@student.fdu.edu) and your **FDU WebMail password** and click **Login**.
- All of the courses for which you are registered will be available in the box titled **My Courses**. Click on the appropriate course link.

Course Information & Course Material:

- You will access the course syllabus, text book information, readings, assignments, 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 each time you enter a course, for recent and important information from your instructor.
- You can access the **Blackboard Student Manual** from within your course by clicking on **Tools** (located on the left panel of the screen) and selecting **User Manual**.


Ordering Book(s):

You may order the books through any online or traditional source once you have obtained the required text information from WebCampus. The FDU Metropolitan Campus Bookstore can be reached by phone at: 201-692-2093 and 201-836-7818.

To order through **FDU online bookstore**:

- Go to FDU bookstore directly at: <http://www.fdu.bkstr.com>
- Click on the Find Your Textbooks button; then
- Select Your Program: **Metropolitan Campus**
- Select the appropriate Department, Course and Section.
- All the books are listed; choose the one(s) you wish to purchase.


Please note: Course content may not be available until classes officially begin.
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 **WebMail:** WebMail is the official email used by FDU faculty, staff and students. **All students taking an online class are required to create a WebMail account.** WebMail user login is also required to access other helpful resources such as the University Library databases.

Creating your WebMail account:

- Open a web browser and navigate to <https://webmail.fdu.edu>.
- Follow the instructions under “Create New Account.”
- Please note the following:
 - Online students should select **Metro Campus** (Teaneck/Hackensack)
 - Be sure to use a four-digit birth year.
 - Do not use hyphens when entering your Social Security number.
 - E-mail can be addressed to either your PRIMARY E-MAIL ADDRESS (e.g. albert_einstein@student.fdu.edu) or your LOGIN NAME (e.g. einstein@student.fdu.edu).
 - If you are having trouble being validated, please contact FDU’s technical support. (973-443-8822)

For a complete WebMail Help Guide, go to: <http://webdocs.fdu.edu/index.html>

 **WebAdvisor:** WebAdvisor is a Web interface that allows you to access information contained in the administrative database used by Fairleigh Dickinson University. Using WebAdvisor, you can access your student records to **view and print grade reports, transcripts, and tuition statements**. After registering for your first course, a WebAdvisor user ID and password are emailed to your WebMail account.

If you do not remember (or did not receive) your WebAdvisor user ID:

- Go to WebAdvisor (<http://webadvisor.fdu.edu>)
- Click on *Account Information*.
- Click on *What’s my User ID?*
- Enter your last name and either your Social Security Number or Datatel (FDU, 7-digit) ID Number
- Your WebAdvisor User ID will be displayed on the screen

If you do not remember (or did not set up) your WebAdvisor password:

- **Go to WebAdvisor (<http://webadvisor.fdu.edu>)**
- Click on *What's my password?*
- Select the desired option
 1. *Show Password Hint:* If you forgot your previously set password and want to see your reminder.
 2. *Reset Password:* If you want to change your previously set password either for security reasons or because you can’t remember it despite the password hint. Your newly chosen password will be emailed to your WebMail account.
 3. *Set Up Password:* To set your password for the first time. Your password will be emailed to your WebMail account.

Getting Help:

If you need assistance with

- **WebCampus, WebMail or WebAdvisor:** Contact the Fairleigh Dickinson University Technical Assistance Center (FDUTAC) anytime at 973-443-8822 or at fdutac@fdu.edu. For quickest service have your (7-digit) FDU student ID number handy.
- **WebAdvisor:** Email webadvisoradmin@fdu.edu.
- **Financial Aid** (student loans, grants, GI Bill, etc): Contact the **Financial Aid Office** at 201-692-2363. **FAQs:** <http://view.fdu.edu/default.aspx?id=402>
- **Account Issues** (including bill, payment or grade report, etc): Contact **Enrollment Services** at 201-692-2206. **Payment Methods:** <http://view.fdu.edu/default.aspx?id=2024>
- **Academic/Administrative Issues**, including questions about the program, admissions, course registration, academic advising, etc.: Contact the Office of Online Programs at 201-692-7357 or at online@fdu.edu.
- **FDU Bookstore (Metro Campus):** 201-692-2093 / 201-836-7818.
- **Course-related problems** (course requirements, assignments and their due dates, course material, etc): Contact your **Course Instructor** using email or phone as provided in WebCampus under "Faculty Information" or as given by the individual instructor

Office of Online Programs
Fairleigh Dickinson University
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Executive Director: David F. Epstein, PhD, MBA
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