Online technology 1101: Getting Started and Getting Help

Test out your computer and internet connection. Make sure your speakers and microphone work if you have them.

** PLEASE LET YOUR FACULTY KNOW If you do NOT have a computer, limited internet access, a slow connection, or some other factor that may make it harder for you to engage in online learning**

Please call Student Affairs @ 706-737-1411 or complete this survey to get help finding the tech resources to help you continue your courses.

Phones and tablets allow you to access course content if you don't have a computer or laptop. Get the app for D2L here. You can use Outlook365 on your phone along with WebEx and Microsoft teams, just download the app and use your AU email address as the Outlook365 email address.
Be aware you might not be able to see everything on your screen though, and your data plan will impact the quality of your interactions.

Explore D2L. You are probably somewhat familiar but do a quick review and refresh your memory. Look here for student FAQ. Ask your instructor if you have questions.

If you need support go to AU's D2L/ Brightspace support page.

Create a learning space that has access to an outlet. Quiet and calm, with space for your textbook and a surface to take notes. Using the same space every day will help keep your routine.

To receive technical support on a software or online service you may use in your online courses, call our IT Help Desk at (706)721-4000 or visit the ITS website, or visit the Student Quickstart guide to Digital Resources for more information.