

# *SETTING UP YOUR GOPFW / DUO*

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# Go PFW

- [GoPFW \(Link\)](#)
  - This account is your go to account for all things PFW
    - Paying your bill, academic supports, library etc.
- **New Tiled Look**
  - Each tile contains links to the various resources and tools that you need to access (paying your bill etc.)
  - Tiles with a padlock in the upper right hand corner are locked for your convenience by PFW
    - These tiles will be some of the most useful for you
    - Other tiles can be added, removed, and shifted as you deem necessary
- **Before Activation**
  - You will need your 900# or your PUID (found on your acceptance email that was sent to the address on your application)
    - If you cannot find it, call the Collegiate Connection Office and we can help
  - You will also need to download DUO Authenticator on your phone for IT security purposes



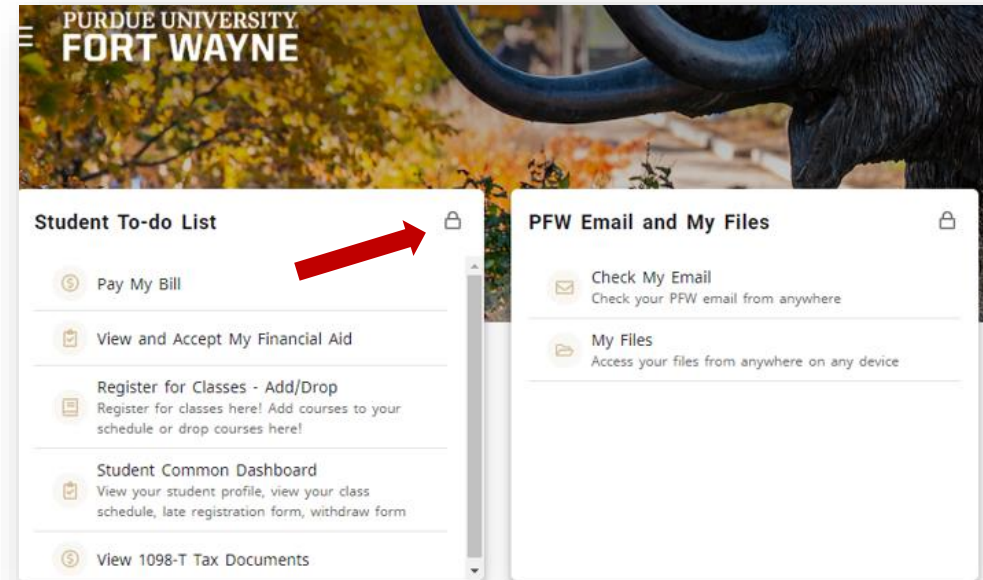
## Here for your tech needs.

Purdue IT manages many aspects of technology across the Purdue Fort Wayne campus, including accounts, email, networking, computer hardware, software. We also offer support for all these services through Knowledge Base, our Help Desk, and in-person training.



## PFW IT Services

- ❖ Phone: 260-481-6030
  - ❖ Email: [helpdesk@pfw.edu](mailto:helpdesk@pfw.edu)
  - ❖ Ticket Service: [Submit a Ticket](#)
- ### Collegiate Connection
- ❖ Phone: 260-481-0748



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# Go PFW (Getting Set Up)

## PFW IT Services

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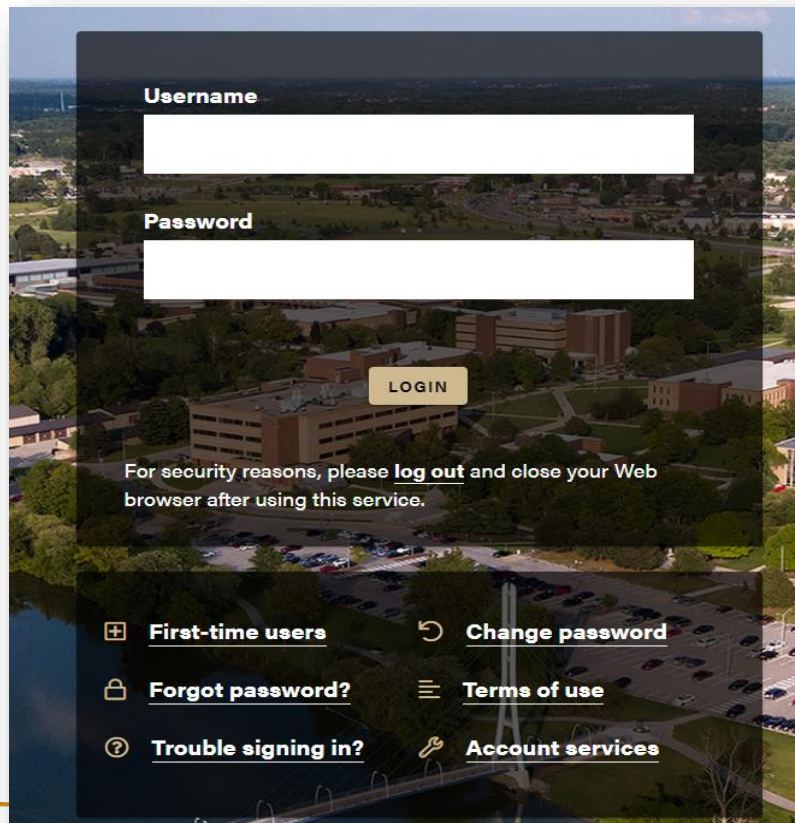
- [GoPFW](#) (Link)

- Steps to Activate

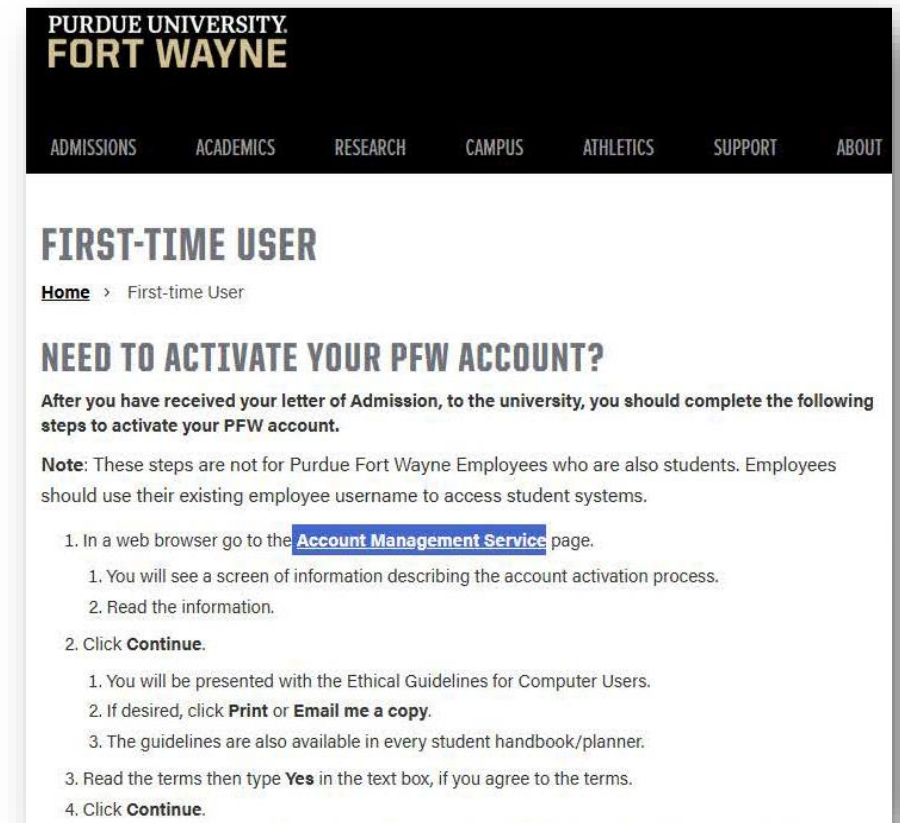
1. To set-up your GoPFW account start by going to the [Account Management Service](#) (Link) directly

or

2. Go to [go.pfw.edu](http://go.pfw.edu) (Link) click on First Time Users then Account Management Service



A screenshot of the GoPFW login page. The page has a dark background with a cityscape image. At the top, there are two white input fields labeled 'Username' and 'Password'. Below the 'Password' field is a yellow 'LOGIN' button. Under the login fields, there is a message: 'For security reasons, please log out and close your Web browser after using this service.' At the bottom, there is a grid of links: 'First-time users', 'Forgot password?', 'Trouble signing in?', 'Change password', 'Terms of use', and 'Account services'.



A screenshot of the 'FIRST-TIME USER' page on the Purdue University Fort Wayne website. The page has a black header with the university name and a navigation bar with links: ADMISSIONS, ACADEMICS, RESEARCH, CAMPUS, ATHLETICS, SUPPORT, and ABOUT. The main content area is white with the title 'FIRST-TIME USER' and a breadcrumb 'Home > First-time User'. Below this is a section titled 'NEED TO ACTIVATE YOUR PFW ACCOUNT?' with a paragraph explaining that users should complete steps to activate their account after receiving their letter of admission. A 'Note' states that these steps are not for employees who are also students. A numbered list of 4 steps is provided: 1. Go to the 'Account Management Service' page. 2. Read the information. 3. Click 'Continue'. 4. Read the terms, type 'Yes' in the text box, and click 'Continue'.

## Welcome to Purdue Fort Wayne!

Activate your account to get access to:

- goPFW, the Purdue Fort Wayne portal
- E-mail, the official means of correspondence at Purdue Fort Wayne
- Online course work
- Online file storage
- Campus WiFi
- Campus computers
- Campus printing

Before starting, know the following:

- Your birth date
- Your 9-digit Purdue Fort Wayne ID number (900#) OR your Purdue ID number (PUID)

Activation of an account by anyone other than the account holder, **including a student's parent, partner, or other relative**, is a violation of the [Ethical Guidelines for Purdue Fort Wayne Information Technology \(IT\) Users](#) and [FERPA](#), a Federal law that protects the privacy of student education records, and other university policies.

This process may take 10-15 minutes to complete. If you need help, contact the [Help Desk](#).

**!! Click Continue !!**

Continue

Cancel

# Go PFW (Getting Set Up)

- [GoPFW \(Link\)](#)

- Steps to Activate (*Continued...*)

2. Read through the Ethical Guidelines and select “I have read and agree...”, then click Continue (*seen on next 2 slides*)
3. Next slide enter your last name, birth date, and your PUID Number, then click continue (*seen on next 2 slides*)
  - PUID is found on your acceptance email
4. The following slide will have your username, **SAVE YOUR USERNAME** and email address someplace safe (*not shown on slides*)

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## Collegiate Connection

- ❖ Phone: 260-481-0748



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1

Usage Policy

2

Verify Identity

3

Set Password

4

Complete

Please read and review the following policies before continuing:

- [Purdue University Fort Wayne IT Ethical Guidelines](#)
- [Purdue IT Acceptable Use of IT Resources and Information Assets](#)

☒ I have read and agree with the policies listed above. \*

**!! Click !!**

**!! Click Continue !!**

Continue

Cancel

1

Usage Policy

2

Verify Identity

3

Set Password

4

Complete

To activate your account you must first prove your identity. Please enter your last name, birth date, and either your 9-digit Purdue Fort Wayne ID number **or** your 10-digit Purdue ID number.

Last Name: \*

**!! Your Last Name !!**

Birth Date: \*

**!! Your Birthdate !!**

Purdue Fort Wayne ID  
number (900 Number):

**OR**

Purdue ID number  
(PUID):

**!! Your PUID Number is  
Found on Your  
Acceptance Email !!**

**!! Click Continue !!**

- By clicking continue, you are certifying that you are the person whose information appears above.
- If you are not the person above and click the continue button, you will be in violation of university policy and federal law. ( [Why?](#) )

Continue

Cancel



# Go PFW (Getting Set Up)

- [GoPFW \(Link\)](#)
  - Steps to Activate (*Continued...*)
    - Potential Errors & Solutions
    - If these don't correct the issues, for additional assistance, please contact PFW IT Services or the Collegiate Connection Office

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**Account Activation**

**Account Activation - Error**

An error occurred while activating your account. Please try again later.

If this issue continues to occur, please contact the IT Services [Help Desk](#).

If you need help, contact the IT Services [Help Desk](#).

**Please try again - may need to reload/refresh website**

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**Account Activation**

**Verify Your Identity**

To activate your account you must first prove your identity. Please enter your last name, birth date, and your 9-digit Purdue Fort Wayne be able to use the last 4 digits of your Social Security number.

NOTE: For security purposes, you will only see dots when you type your text. Please type carefully to avoid errors.

Please try again. If you need help, contact the IT Services Help Desk.

If you see this error - the information that has been entered is incorrect or inaccurate

Verify that you have properly entered your birthday by using the following correct birthday format example: 04/07/2008

Last Name:

Birth Date:  /  /

**Information**



Your account is either already active or ineligible to be activated at this time.

If you have 6030.

**Your account has already been activated!**

**-Login at: go.PFW.edu**

Password reset required if unable to login with PFW username/password that you have previously set during activation

contact the Help Desk at (260) 481-

**EXIT AND CLOSE WINDOW**



# Go PFW (Getting Set Up)

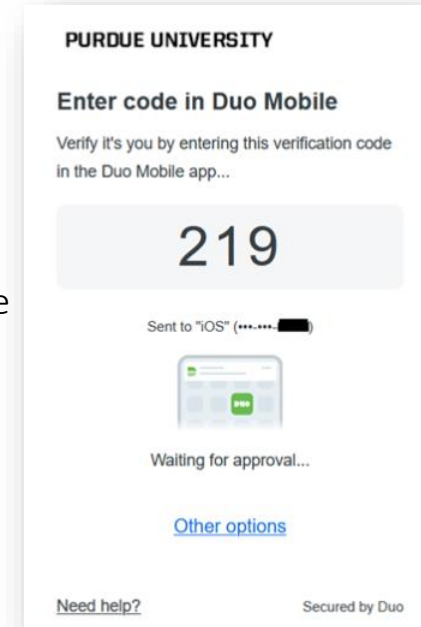
## ■ [GoPFW](#) (Link)

### ■ Steps to Activate (Continued...)

5. Enter a password following the required guidelines, **SAVE YOUR PASSWORD**
  - Click Submit Password and Activate Account
    - You will get a confirmation saying that the account is now active
6. Security Questions/Answers
  - These will be used if you ever forget your password and need them reset
  - Make sure you scroll down all the way to answer all of the questions
7. You can now officially use your GoPFW account: try logging into your GoPFW account using your saved username and password
  - Once you try to log in you will be prompted by DUO authenticator
  - Setting Up DUO
    - Preferred primary method is the Duo Mobile App (Apple Store or Google Play)
    - Follow the prompts to create and set up your account
    - Select Duo Verified Push: A push notification will be sent to the Duo Mobile app
      - The Duo Universal Prompt displays a numeric three-digit code on-screen when you choose to use Duo Push to log in
      - Enter the code shown on your screen into the Duo Push request & tap Verify to finish approving the login request

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## PFW IT Services

- ❖ **If you have ANY issues or if you are missing your Bursar, Student To-Do List, Account Information, or Academic Support Cards contact PFW IT Services, you will need your 900#**



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*NAVIGATING GOPFW,  
STUDENT RESOURCES,  
AND PURCHASING  
TEXTBOOKS*

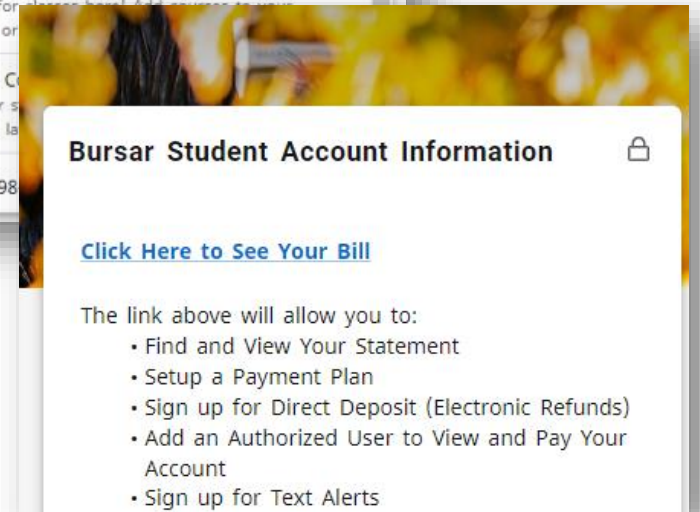
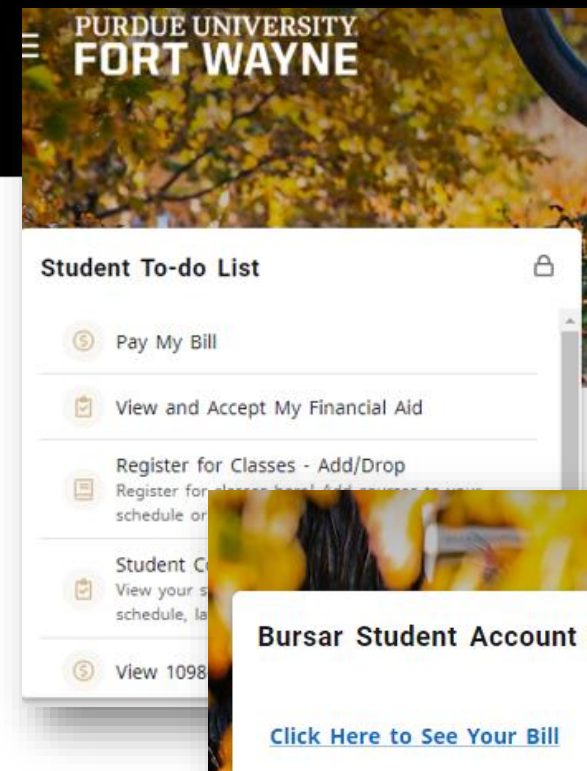
# Navigating GoPFW

## ■ Student To-Do-List

- Where you will find your most commonly used links
- If you have any questions regarding your class schedule, paying your bill, etc.

## ■ Paying Your Bill

- You can pay your bill online, by mail, or in person on our campus
- Online
  - Log into your [GoPFW \(Link\)](#)
    - Find your **Student To-Do List** tile (probably at the very top right)
      - Click on the Pay My Bill link and then follow the online instructions
    - Using the **Bursar Student Account Information** tile you can add an authorized user (parent or guardian) to view and pay your account
      - **Maybe a good idea to add your parent as an authorized user**
- In-Person / Mail
  - If you decide to come onto campus to pay your bill
- Questions
  - Please feel free to reach out to the Bursar Office
  - Important Note due FERPA rights, **only students can request information** regarding their bills



## PFW Bursar

- ❖ Email: [bursar@pfw.edu](mailto:bursar@pfw.edu)
- ❖ Phone: 260-481-6824
- ❖ Address: PFW 2101 East Coliseum Blvd. Fort Wayne, IN. 46805
- ❖ Ground Floor of Kettler Hall (G57)



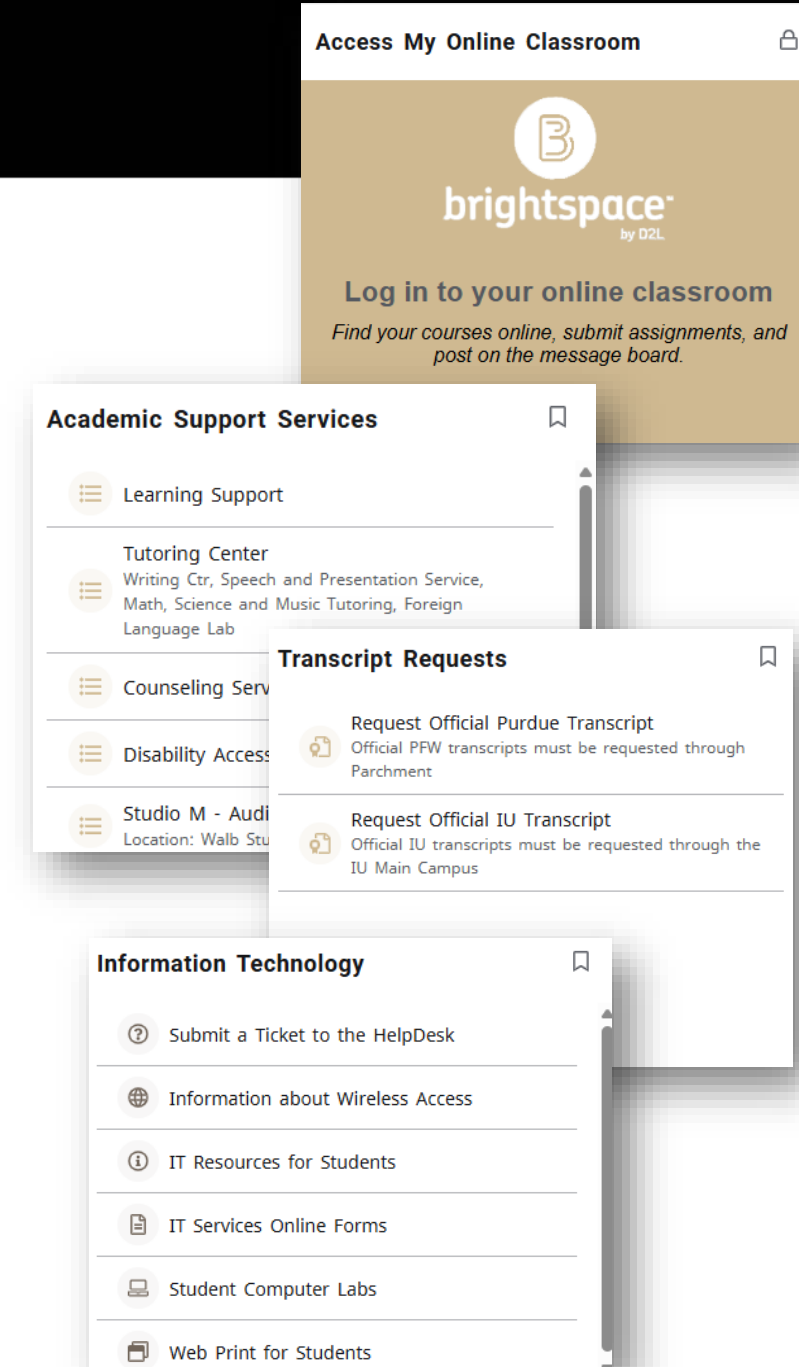
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# Navigating GoPFW

- [Brightspace](#) (Link)
  - This is Purdue's online learning management system and where instructors will share digital content, engage in online discussion boards, submit assignments, etc.
- Other Services on [GoPFW](#) (Link)
  - Transcript Requests
  - Academic Supports Card
    - Access to tutoring, supplemental instruction, and peer-facilitated group study sessions for various courses
    - Disability Access Center
      - Students with disabilities can work with the center to access reasonable accommodations and other support
    - Also includes the Testing Services Center and Counseling Services
  - [Mastodon Campus Store](#) (Link)
    - Find textbooks and course materials, as well as important software downloads and other necessities
  - PFW IT Services
    - Submit a Helpdesk ticket, IT resources, and Web Print for students
- If you are missing your Bursar, Student To-Do List, Account Information, or Academic Support Cards, contact PFW IT ASAP





# Campus Resources

- **Academic Supports** *(All Active Links)*

- [Academic and Learning Supports](#)

- Access to tutoring, supplemental instruction, and peer-facilitated group study sessions for various courses

- [Writing Consultation & Support](#)

- Provides writing consultations for academic papers

- [IT Support](#)

- Can help you set up and troubleshoot your GoPFW account and answer other IT related questions

- [Helmke Library](#)

- Can provide crucial research assistance from reference librarians
    - Online access to all university libraries and professional databases
    - Vast data resources at the library and online (you must have an active GoPFW account)

- [Disability Access Center](#)

- Students with disabilities can work with the center to access reasonable accommodations and other support

- **Mastodon ID Cards**

- Can be picked up at the Information Desk in Walb Student Union (you will need your #900 and state issued ID like your driver's license)
  - For more information go to [Campus Credentials](#) *(Link)*



## CURRENT COLLEGIATE CONNECTION STUDENTS

Looking for academic supports and resources, or just have a billing a question; click below to get the answers you need.



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