

FCTech Technical Support FAQ



How do I setup my college email and Office 365 account?

When you registered, we sent an email to your personal account from STU0365@franklincummings.edu that included setup instructions. If you can't find the email or reset your password, contact itsupport@franklincummings.edu.

Check your email every day for important information from the college!

I can't get into my Canvas account, help!

To access Canvas you need to have your college email account set up first. Once setup is complete, go to <https://franklincummings.instructure.com> and click "Forgot Password." Login to your college email to receive password recovery instructions. For help with using Canvas in your classes, go to the [Getting Started with Canvas](#) video tutorial page.

What is the Student Portal and how do I access it?

The student portal is where you can pay your tuition, set up a payment plan, check financial aid, and view your schedule & college transcript. Access the portal at <https://campsportals.franklincummings.edu/eStudent>.

If you are unable to login, contact itsupport@franklincummings.edu.

What is my student ID Number?

You will need your Student ID when completing college-related paperwork and surveys. You can find your student ID number on the [Student Portal](#), just below your name on the homepage, or on your schedule below your name.

I have a class that meets online - How do I login?

Review the Canvas course announcements, syllabus, and the Canvas inbox for directions from your instructor who will provide a link to a Microsoft Teams meeting. When accessing the meeting, you may be prompted to login to O365. More instructions for O365 and Microsoft Teams is available at [O365/Email Support page](#).

I don't have reliable internet, what can I do?

Students are welcome to use the computers and wifi at FCTech. You can also access discounts from the Federal Government and other assistance programs.

Find out more on the [Internet and Device Cost Assistance Programs](#) webpage.

Does the college have a laptop I can borrow?

Chromebooks and Windows laptops are available based on student's needs.

Please contact itsupport@franklincummings.edu for more information.

Handshake

Handshake is the college's career platform and your online career center. Students will be able to create a career profile, find employment, and regularly connect with employers. You will receive access at the start of your first semester through your college email account. If you have not received login information, contact careers@franklincummings.edu.