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Foundational Learning



Workflow Learning



Performance Learning

11/07/2017



Online Help Desk Quick Tips



About the Online Help Desk

- This is an online help and support system.
- Three primary functions
 - Solve an Issue: find archived solutions and submit service requests
 - Check Open Service Requests: track current service requests
 - View Closed Service Requests: view all completed requests

FINDING A SOLUTION

new
Help Me Solve an Issue

Check My Open Service Requests

View My Closed Service Requests

User Guide

Select a main topic statement

What kind of issue are you looking to solve?

- I have a question about logging in or updating information associated to my DAU account.
- I'm enrolled in a course, need to register for a course, or want to view my DAU records.
- I have a question about DAU or the Service that it provides.

FEEDBACK

DAU
Defense Acquisition University
9820 Belvoir Road Fort Belvoir, VA 22060

CONTACT US
Local 703-805-3459
Toll-free 866-568-6924
Email DAUHelp@dau.mil

ORGANIZATION
About Us
Media Kit
Careers
FAQs
Site Governance & Training

POLICY AND PRIVACY
Notices & Disclaimers
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USA.gov
FOIA

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FINDING A SOLUTION

MENU OPERATING STATUS FULLY OPERATIONAL [Apply for a Course](#) [Course Login](#) Search DAU

Online Help Desk Home Welcome, MARISSA CAMERON Log off

new
Help Me Solve an Issue

Check My Open Service Requests

View My Closed Service Requests

User Guide

What kind of issue are you looking to solve?

- I have a question about logging in or updating information associated to my DAU account.
- I'm enrolled in a course, need to register for a course, or want to view my DAU records.
- I have a question about DAU or the Service that it provides.

Can you provide more specifics related to the issue?

- I have questions about Identity Management or need help accessing a DAU system.

Click on the subsequent statement or question



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9820 Belvoir Road Fort Belvoir, VA 22060

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FINDING A SOLUTION

The screenshot shows the DAU (Defense Acquisition University) help page. At the top, there is a navigation bar with the DAU logo, an 'OPERATING STATUS FULLY OPERATIONAL' indicator, and buttons for 'Apply for a Course', 'Course Login', and a search bar labeled 'Search DAU'. On the left side, there is a sidebar menu with four items: 'Help Me Solve an Issue' (marked 'new'), 'Check My Open Service Requests', 'View My Closed Service Requests' (highlighted with a red arrow), and 'User Guide'. The main content area is titled 'Can you provide more specifics related to the issue?' and contains a blue box with the text 'I have questions about Identity Management or need help accessing a DAU system.' Below this, there is a question: 'Do one of these statements describe the issue?' followed by a red instruction: 'Select a statement or question that best applies to your issue.' The list of statements includes: 'I need assistance logging in with my Smartcard/CAC.', 'I have more than one DAU account and need them to be merged.', 'Is it possible to change my DAU Username?', 'What is the process to gain access to a DAU system?', 'I want to change my Security Questions.', 'I need help with my Username or Password.', 'How do I update my DAU profile?', and 'I am being routed to a page that says "The DAU system you have attempted to access is restricted".' At the bottom, there is a footer with a 'FEEDBACK' button, contact information, organization details, and policy and privacy links.

new
Help Me Solve an Issue

Check My Open Service Requests

View My Closed Service Requests

User Guide

Can you provide more specifics related to the issue?

I have questions about Identity Management or need help accessing a DAU system.

Do one of these statements describe the issue? **Select a statement or question that best applies to your issue.**

- I need assistance logging in with my Smartcard/CAC.
- I have more than one DAU account and need them to be merged.
- Is it possible to change my DAU Username?
- What is the process to gain access to a DAU system?
- I want to change my Security Questions.
- I need help with my Username or Password.
- How do I update my DAU profile?
- I am being routed to a page that says "The DAU system you have attempted to access is restricted".

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FINDING A SOLUTION

The screenshot shows the DAU Help Center website. At the top, there is a navigation bar with the DAU logo, an "OPERATING STATUS FULLY OPERATIONAL" indicator, and buttons for "Apply for a Course" and "Course Login". A search bar is located on the right side of the navigation bar.

On the left side, there is a sidebar menu with the following items:

- Help Me Solve an Issue (marked as "new")
- Check My Open Service Requests
- View My Closed Service Requests
- User Guide

The main content area displays a list of help topics:

- I need assistance logging in with my Smartcard/CAC.
- I have more than one DAU account and need them to be merged.
- Is it possible to change my DAU Username?
- What is the process to gain access to a DAU system?
- I want to change my Security Questions.
- I need help with my Username or Password.
- How do I update my DAU profile?
- I am being routed to a page that says "The DAU system you have attempted to access is restricted".

Below the list of help topics, there is a section titled "Here are the Help topics that we have for this area" with a red arrow pointing to a list of five frequently asked questions:

1. I was recently issued a new CAC. Do I need to re-register it with my DAU account?
2. How do I associate my DoD CAC to my profile?
3. I work for a non-DoD federal agency. Is it possible to register a PIV card to my DAU account?
4. I have encountered an error message while attempting to login with my DoD issued CAC. Do I need to re-configure my Internet browser?
5. I seem to be stuck in a loop. Why does the Smart Card login option send me back to the main login page?

To the right of the list of frequently asked questions, there is a red arrow pointing to the list with the text "Click on one of the Help Topics."

At the bottom of the page, there is a footer section with the following information:

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Email	DAUHelp@dau.mil

ORGANIZATION

- About Us
- Media Kit
- Careers
- FAQs
- Site Governance & Training

POLICY AND PRIVACY

- Notices & Disclaimers
- No FEAR Act
- USA.gov
- FOIA

At the bottom left, there are social media icons for Facebook, Twitter, LinkedIn, and YouTube. At the bottom right, there is a note: "Some documents on this site require you to have a PDF reader installed. This can be downloaded here."

FINDING A SOLUTION

The screenshot shows the DAU website interface. At the top, there is a navigation bar with the DAU logo, a 'MENU' button, an 'OPERATING STATUS FULLY OPERATIONAL' indicator, and buttons for 'Apply for a Course' and 'Course Login'. A search bar is also present. Below the navigation bar, there are several help topics listed in a vertical column: 'Help Me Solve an Issue' (marked as new), 'Check My Open Service Requests', 'View My Closed Service Requests', and 'User Guide'. To the right of these topics, there are four grey boxes containing help topics: 'I want to change my Security Questions.', 'I need help with my Username or Password.', 'How do I update my DAU profile?', and 'I am being routed to a page that says "The DAU system you have attempted to access is restricted".'. Below these topics, there is a section titled 'Here are the Help topics that we have for this area' followed by a list of five numbered items. Underneath, there is a section titled 'Try the following' with a text block and a 'Problem Fixed' button. To the left of the button, there is a red callout box with the text 'Click the "Problem Fixed" button if the solution resolves your issue.' To the right of the button, there is another red callout box with the text 'Click the "Create Service Request" button if the solution does not resolve your issue or the solution requires you to do so.' The footer of the page contains the DAU logo, contact information, a 'FEEDBACK' button, and links for 'ORGANIZATION' and 'POLICY AND PRIVACY'.

MENU **DAU** OPERATING STATUS FULLY OPERATIONAL Apply for a Course Course Login Search DAU

new
Help Me Solve an Issue

Check My Open Service Requests

View My Closed Service Requests

User Guide

I want to change my Security Questions.

I need help with my Username or Password.

How do I update my DAU profile?

I am being routed to a page that says "The DAU system you have attempted to access is restricted".

Here are the Help topics that we have for this area

1. I was recently issued a new CAC. Do I need to re-register it with my DAU account?
2. How do I associate my DoD CAC to my profile?
3. I work for a non-DoD federal agency. Is it possible to register a PIV card to my DAU account?
4. I have encountered an error message while attempting to login with my DoD issued CAC. Do I need to re-configure my Internet browser?
5. I seem to be stuck in a loop. Why does the Smart Card login option send me back to the main login page?

Try the following

I was recently issued a new CAC. Do I need to re-register it with my DAU account?

The DoD ID number generally remains the same when being issued a new or replacement CAC, so making any changes with regard to the DAU website should not be required. However, those who receive a new CAC as the result of an employment/organization change may be prompted to go through the **Smart Card Registration** process when attempting to login via this method.

Click the "Problem Fixed" button if the solution resolves your issue.

Click the "Create Service Request" button if the solution does not resolve your issue or the solution requires you to do so.

Problem Fixed Create Service Request

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