

FAQs for Commercial FAMweb Customers

What is FAMweb?

FAMweb is the payment portal used by individuals or companies to remit payment for goods and services provided by CSU.

How do I create a FAMweb account?

1. If you have never logged in to FAMweb, please call Accounts Receivable Operations at 970-491-2697 or email bfs_aroperations@colostate.edu to request online access. We will link your email address to your account and send you a confirmation email that will provide the link to FAMweb. The acceptance link will take you to the FAMweb website.
2. Once you are on the FAMweb invitation page, you will log in in by choosing a social identity login (Google, Facebook or Microsoft). If you are a current CSU faculty or staff member, you will login by choosing the CSU eID login option.
3. If you do not have one of the social identity accounts (Google, Facebook or Microsoft), you will need to first create an account with one of those providers before moving to the next step.
4. Once you have selected your preferred social identity login, you will be prompted to login to that social identity login utilizing the account name and password you have already set-up for that social identity. (Example: If you select Facebook, you will utilize your Facebook login credentials to access FAMweb).
5. You will now be able to view your commercial account by clicking on Billing Information.

Why is this change to Social Identity taking place?

We have heard from many of you, our FAMweb constituents, that you have trouble recalling this additional user account and password. Providing access to FAMweb using login credentials from social media providers Microsoft (msn.com and Hotmail.com), Google and Facebook not only gives you a better way to recall your login information, it also provides an additional layer of security for your information.

Why is CSU only supporting Microsoft, Google and Facebook?

To ensure that your account credentials are secure, CSU only supports those social media providers that both encourage strong passwords and provide support for multi-factor authentication. For this reason, FAMweb only allows logins from Microsoft (msn.com and Hotmail.com), Google, and Facebook, as well as CSU faculty and staff accounts that are part of the University electronic ID (eID) system.

What if I don't have an account with Microsoft, Google or Facebook?

If you do not have an account with one of these social media providers, you are unable to connect to the FAMweb service. We encourage you to create an account with one of these providers.

I've created my account, but I can't see my account name.

Please call 970-491-2697 or email bfs_aroperations@Mail.Colostate.edu so that we can link your email address to your account.

How can I reset my password?

- On the [FAMweb account help](#) select the "Forgot Password" link.
- Enter the email address associated with your account.
- Click the "Submit" button.
- Check your email for a message that contains a temporary link.
- Click the link and follow the instructions to change your password.

I'm having trouble logging in to FAMweb.

Confirm you are logging in using the same email address you used to create your account.

Confirm you have completed all the steps of the [account creation](#) process.

Who can I contact for help?

Send an email to the CSU IT Help Desk at help@colostate.edu or phone (970) 491-7276

How do I clear my web browser's cache?

This will depend on which browser and version you use.

You can do a web search on clearing a web browser cache on a search site such as [Google](#).

One site that shows how to clear the cache for 9 different browsers is [wikiHow](#).