The University of Maine

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1-19-2021

IT_UMaine IT News - Spring Semester 2021

University of Maine Information Technology

UMaine IT News - Spring Semester 2021
1 message

IT at UMaine <it.at.umaine@maine.edu>   Tue, Jan 19, 2021 at 6:04 PM
Reply-To: IT at UMaine <it.at.umaine@maine.edu>
To: UM-EMPLOYEES@lists.maine.edu

Welcome! With the start of the Spring 2021 semester, the UMaine IT Support Services team is excited to share information and updates with you regarding Campus and University of Maine System IT services and initiatives. On behalf of the entire UMaine IT team, we hope you have a rewarding and successful semester!

UMaine Campus IT Highlights
As the spring semester approaches, our goal is to offer the highest level of service to support the technology needs of UMaine students, faculty, and staff while maintaining a safe and healthy environment for all during the pandemic. While walk-in support options are still limited this semester, we have measures in place to ensure that students and employees get the help they need when they need it.

- **Phone and Live Chat Support** - You can reach the telephone help desk at **207.581.2506** or **800-696-HELP (4357)** and the Live Chat help desk at itsupport.maine.edu (*see below for IT Support Contact Information & Hours*).
- **Remote computer support -** Walk-in computer support has been suspended until further notice. In-person computer support, when needed, is available by appointment.

Classroom Technology Upgrades
In response to the global COVID-19 pandemic, the Board of Trustees approved a $2.56 million dollar investment in web conferencing technology for classrooms. The project's intent was to increase the number of learning spaces capable of web conferencing and video lecture capturing throughout the University of Maine System. The new equipment provided faculty and students with scheduling and location flexibility, either in-person or online, to accommodate their needs and social distancing protocols due to the pandemic. UMaine classrooms received web conferencing upgrades this past summer and the following rooms were upgraded during this winter break:

*Aubert 316 ~ Barrows 119, 125 ~ Barrows 123, 131, 119, 125 ~ Boardman 210 ~ Bennett 201
Hutchinson Center 129 ~ Little 202, 220 ~ Lord 200 ~ Hitchner 157 ~ Merrill 228a*

University of Maine System IT Highlights
Remote Teaching & Learning IT Resources
Visit our updated and improved Remote Teaching & Learning IT resources website at
https://www.maine.edu/information-technology/support/it-resources-and-tools/

Box to Microsoft OneDrive - Cloud Storage Migration
The University of Maine System's contract with the Box cloud storage system will end in late February and a project is underway to transition content in Box to Microsoft OneDrive. The migration of Box personal space content to OneDrive was completed on January 19. The migration of Box departmental folders to Microsoft Sharepoint is currently scheduled for completion during the weekend of January 28-31. You can access OneDrive at https://office.com using your UMS login credentials and via the MyCampus Portal.

OneDrive training and support resources are available at Microsoft Office 365 - OneDrive for work or school and SharePoint. Additional updates about the migration efforts will be shared during the coming days.

UMS Account Reminders

We would like to take this opportunity to remind you to make sure that your UMS (maine.edu) account and password is up to date, and that your devices are registered on the University wireless network and working properly as you return to campus and prior to the start of the semester. To update your UMS account go to http://accounts.maine.edu/. For information about registering your device on the Eduroam wireless network, go to http://wifi.maine.edu/.

ZOOM Reminders

Please also take a few minutes to ensure that your Zoom client is updated to the latest version.
All UMS students, faculty, and staff have access to a full Zoom Pro account which can be accessed via the MyCampusPortal LaunchPad or by going to Zoom. For more information, please visit Zoom Resources & Support page.

IT Support Contact Information & Hours of Operation

IT Help Desk Phone & Live Chat Info:
- **Phone:** 207.581.2506 or 800.696.4357
- **email:** help@maine.edu
- **Live Chat**: itsupport.maine.edu
Hours of Operation:
  - *Mon - Thurs > 7:30am - 8:00pm*
  - *Friday > 7:30am - 6:00pm*
  - *Saturday > Closed*
  - *Sunday > 10:00am - 6:00pm*

Walk-in Help Desk Hours of Operation:
- **Fogler Library (1st-floor Info Commons)**
  - *Mon - Thurs > 8:00am - 8:00pm*
  - *Friday > 8:00am - 5:00pm*
  - *Saturday > Closed*
  - *Sunday > 1:00pm - 5:00pm*

IT Media Services Support:
- **Phone:** *207.581.2500*
- **Hours:**
  Mon - Thurs > 7:30am - 8:00pm
  Friday > 7:30am - 6:00pm
  Weekends > Closed

Additional Resources

Technology Support

Brightspace Training (students)

Brightspace Support (faculty)

IT Training Resources

UMS Academy

Tools & Resources Guide

UMS Wi-Fi Information

Zoom Resources & Support

UMS IT Connections Newsletter

2020 State of IT Report