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UMaine IT - Spring Semester Welcome Back

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Matthew Revitt <matthew.revitt@maine.edu>

UMaine IT - Spring Semester Welcome Back

1 message

IT at UMaine <it.at.umaine@maine.edu>
Reply-To: IT at UMaine <it.at.umaine@maine.edu>
To: UM-EMPLOYEES@lists.maine.edu

Mon, Jan 17, 2022 at 8:26 AM



Welcome! With the start of the Spring 2022 semester, the UMaine IT Support Services team is excited to share information with you about UMS IT services and initiatives. On behalf of the entire UMaine IT team, we hope you have a rewarding and successful semester!

New Information Technology Website!

UMS IT launched its new [IT Support Site and Knowledge Base](#) in November 2021 to better serve our customers. The knowledge base is an ever-expanding resource for answers to common questions about IT services. In the future, additional IT support resources and tools will be accessible from this website.

Coming Soon...Multi-Factor Authentication (MFA)

Starting with the spring 2022 semester, UMS IT will implement multi-factor authentication (MFA) to better protect the intellectual property and personal information of faculty, staff, and the digital assets of our campus. MFA offers additional protection to your digital identity and is commonly used in many organizations. One familiar example would be when you log in to a site and are then required to accept or enter a code from your mobile or another physical device.

Several teams are working through the technical setup, support process, and other decisions required to successfully deploy MFA within the University of Maine System. The first phase of the project is focused on adding MFA to the UMS Single Sign-On system and enrolling the majority of faculty and staff members, beginning with targeted pilot groups. Other applications and remaining members of the UMS communities will be covered in separate projects or phases.

For more information, please refer to the IT Knowledge Base [MFA Article](#).

Teaching & Learning IT Resources

Visit our updated Remote Teaching & Learning IT resources website at <https://www.maine.edu/information-technology/support/it-resources-and-tools/>

UMS Account Reminders

Please remember to make sure your UMS (maine.edu) account and password are up to date, and that your devices are registered on the University wireless network and working properly before the start of the semester. To update your UMS account go to <http://accounts.maine.edu/>. For information about registering devices on the Eduroam wireless network, go to <http://wifi.maine.edu/>.

ZOOM Reminders

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](#). Please take a few minutes to ensure that your Zoom client is updated to the latest version. For information about Zoom and how to update your account, please visit [Zoom Resources & Support page](#).

Technology Training Services

US:IT is here to promote and support employee development by providing technology-related training programs. Training sessions are designed to meet individual, group/departmental, and institutional needs and objectives. The team strives to enhance individual learning and development as the means for creating a better workplace environment and for building a stronger University of Maine System community. There are several training avenues available to you. There is self-paced learning via UMS Academy which is most easily accessed through your MyCampus portal Launchpad. If your team or department requires specific training, you can contact ITtraining@maine.edu for more information. We are here to help you!

IT Support Contact Information & Hours of Operation

UMS IT Help Desk Phone & Live Chat Info

- **Phone:** 207.581.2506
- **email:** help@maine.edu
- **Live Chat:** itsupport.maine.edu
- **Hours:**
 - Mon - Thurs > 7:30am - 7:30pm
 - Friday > 7:30am - 5:00pm
 - Saturday > Closed
 - Sunday > Closed

* *Extended support hours will be available during the semester's start. For up-to-date hours visit [UMS IT Support](#).*

Campus Walk-in Help Desk

Location: First Floor Fogler Library

Hours:

- *Mon-Thurs: 8:00am - 8:00pm*
- *Friday: 8:00am - 5:00pm*
- *Saturday: Closed*
- *Sunday: 1:00pm - 5:00pm*

Additional Resources

[Technology Support](#)

[Tools & Resources Guide](#)

[Brightspace Training \(students\)](#)

[UMS Wi-Fi Information](#)

[Brightspace Training \(faculty\)](#)

[Zoom Resources & Support](#)

[UMS Academy](#)

[UMS IT Connections Newsletter](#)

