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UMaine IT - Fall '22 Semester Welcome Back

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Matthew Revitt <matthew.revitt@maine.edu>

UMaine IT - Fall-22 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

Fri, Aug 26, 2022 at 12:07 PM



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

[iClicker Cloud for Faculty](#)

Clickers are the common term for Student Response Systems (SRS), a technology used to promote active learning in classrooms. UMaine is now campus licensed for iClicker Cloud. Using the browser or app-based system allows faculty members usage of a state-of-the-art classroom response service in their classes without students needing to purchase anything or keep track of additional hardware!

1. Connect to [iClicker Cloud](#), then log in by selecting the **“Sign in through your campus portal”** link, which prompts for your UMS credentials.
2. Please review CITL’s tutorial on how to integrate with UMS Brightspace: [iClicker Cloud Setup](#).
3. Visit [iClicker Cloud Download](#) to install the client app on your device.
(The client is installed on all in-room Instructor computers for centrally scheduled classrooms.)
4. Reach out to **CITL at 207-581-3333** to incorporate and use iClicker in your Brightspace courses.
5. A link to iClicker Cloud and iClicker Student are available in the UMaine IT Support section of the campus portal
6. All previous version iClicker base stations and clickers have been removed from all classrooms as they are incompatible with the new site-licensed cloud version.

[Multi-Factor Authentication \(MFA\)](#)

Beginning last Spring 2022 semester, [UMS IT implemented multi-factor authentication](#) (MFA) to better protect the intellectual property, digital assets, and personal information of faculty and staff. A common technology now used in many organizations for the additional protection of digital identities such as logging into a site and then you are prompted to accept or enter a code from a smartphone or other device.

Various groups of IT Staff are successfully using MFA in their daily work, and UMS IT is ready to expand this group. Full-time UMS faculty and staff are now invited to opt-in to the MFA service.

Criteria to participate in this phase are:

- A smart device that can be with you when you need to authenticate with your UMS credentials – typically a smartphone or tablet running iOS or Android, or other WiFi-only devices could also work.
- Requires installation of Duo Mobile app on the device.

If you meet these criteria and would like to opt-in, please [complete this sign-up form](#).

After your form is submitted and you are identified as a participant, you will receive an email from accounts@maine.edu with the needed information for the next steps to complete your enrollment.

Ferland Engineering Education Design Center

With the opening of the new Ferland Engineering Education Design Center, the UMaine IT team will be staffing this new facility with a dedicated Desktop Support technician and a Media Services/Classroom technician. This will ensure that support is available to handle the additional classroom technology, events, and general desktop support needs from IT offices located in the building for optimal availability.

Computer Replacement Program

UMS IT is excited to announce that we are working with the CBO in drafting a program that will fund a standard model computer replacement of your primary work device based on a 5-year replacement cycle. More information will be provided as this program is finalized.

Reminders:

New Cisco Unity Voicemail Service

Over the summer the [Cisco Unity Voicemail Service](#) was rolled-out to each campus. Please remember that if you have not already done so, connect and complete your initial setup by changing the default voicemail PIN code from **1111**, recording your name, and a brief message. Instructions on access and use are available at the linked title location.

UMS Accounts and Wireless

Please check to ensure that your UMS (maine.edu) account and password are up to date, your devices are registered on needed University networks, and the devices are working properly before the start of the semester.

- To update your UMS account visit <http://accounts.maine.edu/>
- For information on registering devices in the Eduroam wireless network, go to <http://wifi.maine.edu/>

Zoom Resources & Support

All UMS students, faculty, and staff receive a full Zoom Pro account to use that is accessed via the MyCampusPortal - LaunchPad or by visiting maine.zoom.us. Be sure to update your Zoom client and always sign-in using your @maine.edu account.

Information Technology Website!

Visit the [UMS Information Technology Site](#) and Knowledgebase. The knowledge base is an ever-expanding resource for information and answers to common questions about IT services.

Technology Training Services

UMS IT is here to promote and support employee development by providing technology-related training programs. Training sessions can be designed to meet individual, group, department, and institutional needs and objectives. 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: 800-696-4357

email: help@maine.edu

Live Chat: itsupport.maine.edu

Phone, LiveChat, Email Support Hours:

Mon-Thu: 7:30a - 7:30p

Fri: 7:30a - 5p

Sat-Sun: Closed

Campus Walk-in Help Desk

First Floor Fogler Library

Mon-Thu: 8a - 8p

Fri: 8a - 5p

Sat: Closed

Sun: 1p - 5p

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

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](#)

