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UMaine IT - Welcomes Employees for Fall 2023 Semester

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Matthew Revitt <matthew.revitt@maine.edu>

UMaine-IT Welcomes Employees for Fall-2023 Semester

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 25, 2023 at 2:49 PM

UMaine IT Support welcomes you to the start of our Fall 2023 semester! Provided here are some technology resources and updates that we hope will assist you as a new or returning employee to the university. The UMaine IT Support Team wishes you all the best!

Please be aware that we are expecting longer-than-normal wait times for calls to the Help Desk for the start of the semester due to unexpected staffing challenges. We also encourage you to explore our comprehensive knowledge and online resources at itsupport.maine.edu. The UMaine IT Helpdesk team is conveniently located on the first floor of the Fogler Library and available for assistance. Additionally, our support team is also available via email at help@maine.edu to help with your non-urgent matters.

Account Resources

[Account Management](#)

Click here to change your password or manage your UMS account.
Telephone support is required for UMSID account activations and password resets.
Please call [1-800-696-4357](tel:1-800-696-4357)

[Multi-factor Authentication](#)

Help protect your UMS account from getting compromised and add extra security.
Enrollment is currently voluntary but strongly encouraged. Users with access to certain applications or roles may soon be required. [How do I enroll?](#)

Users enrolled in MFA, please do NOT remove the DUO app without first contacting the IT Helpdesk or you will lock out access to your account immediately.

[MaineCard](#)

Users with older MaineCards are asked to check theirs and ensure that your MaineCard has the TAP icon on the backside. Please contact the MaineCard office for a new card, if yours does not have the TAP symbol.

[Adding Funds to MaineCard](#)

Linked resource provides information to add funds to your MaineCard using the eAccounts link on the [myCampus](#) portal or using an installed eAccounts app for your [iOS](#) or [Android](#) device.

Business & Academic Resources

[New Xerox Managed Printing Service](#)

All previously installed Canon devices were removed over the summer and replaced with new Xerox Managed devices. The linked resources provide Video tutorials on using this service and the devices. When you submit a job to print, it is securely held in queue until you visit any Xerox device on any campus, sign-in or tap your campus card and select the job you wish to print.

Additional [Manage Print FAQs](#) and resources.

[Campus Portal](#)

The UMaine Portal is used to access internal information and forms from departments such as the Office of Human Resources, Office of Student Financial Aid, and information related to university operations and services including you email, calendar, cloud storage

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

Access your courses here or using the Brightspace icon in the [myCampus](#) portal.

[IT-Media Services \(Classroom Technology Orientation\)](#)

If you have not put in your Fall '23 Media Services requests, please contact the UMaine IT Media Services team to schedule your appointment.

[207-581-2500](tel:207-581-2500)

[Zoom Resources & Support](#)

Whether you are taking a class or joining meetings, get familiar with our web conferencing tool. Please be certain to always use your SSO or [@maine.edu](#) account when logging into Zoom to ensure that you have use of all features.

[Cloud Service Resources](#)

Backing up your data to the cloud is a smart, easy, and highly recommended practice. Follow these links to set up Google Drive or OneDrive.

- [Restricted and Permitted Systems for Data Storage](#)
- [Accessing Google Drive](#)
- [Accessing One Drive](#)

[Email Phishing Reminder](#)

Phishing emails are even more common and are becoming increasingly sophisticated. Although there are several means attackers use, the most important advice that UMS:IT can offer is to not enter credentials based on a link from an email. If you are interested in simulated phishing training, contact infosecurity@maine.edu

[Remote Labs \(faculty\)](#)

Need to access a computer with specific University licensed software Remote Computer Lab connection may be the solution.

[UMaine Licensed Software](#)

A link to UMaine licensed software available for local installation by UMaine Faculty and Staff.

Network Resources

[UMS Wi-Fi Information](#)

The University provides encrypted wireless access via [Eduroam](#), click here to get connected,

including your streaming devices and consoles.

[Remote Access VPN](#)

The [Remote Access VPN](#) service is used to provide a secure connection to access and use campus network resources when you are not on campus.

Campus Security Resources

[Campus Alerts](#)

Receive campus messages, alerts, safety information, storm closings, and emergency notifications; review and make sure your contact information is up to date and review subscriptions.

[Black Bear Safe](#)

Offered and sponsored by UMaine Police Department, this mobile [Android](#) or [iOS](#) app provides Mobile Blue Light, Incident Reporting, Friend Walk, and other features.

Contacting the IT Help Desk:

For urgent and critical issues, it is usually best to phone or LiveChat.

- Phone: 1-800-696-4357
- Email: help@maine.edu
- [Walk-In Support](#)
- [Hours & More Information](#)

Wishing you much success,
UMaine IT