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Additional IT Tools Available: Remote Computer Lab Access

1 message

University of Maine System Information Technology <help@maine.edu>

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Reply-To: help@maine.edu

To: matthew.revitt@maine.edu



Colleagues,

With the official launch of our new '[virtual University](#)' this week, reliance on technological solutions to continue instructional activities and business operations has hit an all time high. US:IT has continued efforts to provide additional tools and services to support the University community during this transition. We are pleased to announce the immediate availability of the following new services through the [IT Resource Guide](#):

- **Remote Computer Lab Access** UMS Remote Labs provides students and faculty with the ability to access academic software typically restricted to physical computer labs from home. This service establishes a remote connection to a Windows PC workstation located in a physical computer lab on one of our campuses. This service supports remote connections from either a home Windows PC or Mac. Software that is currently available through this service includes:
 - ArcGIS (All campuses)
 - Microsoft Office (All campuses)
 - EcoLab (UMM only)
 - MiniTab (UMM only)
 - SAS (USM only)
 - SigmaPlot (UMM only)
 - SPSS (UM and USM only)

Please see the [UMS Remote Lab page in the Technology Support documentation](#) for more information and instructions on how to use the RemoteLab system. In addition, if there are additional software packages required to complete this semester's learning, please send a request to help@maine.edu.

- **Updated Public WiFi Map (#StudyFromCar)** Networkmaine has offered to work with

local schools and public libraries to enable 'guest' WiFi network access at locations across the state. This service would allow students to access open WiFi sites where the signal extends outside of the buildings. The updated, [interactive map](#) showing locations where this service is available can also be found in the [IT Resource Guide](#).

- **LiveChat IT Support** In an effort to maintain IT Help Desk support for the University community while staff have been forced to work from home, US:IT has implemented a LiveChat solution for handling support requests. This tool will enable US:IT staff to quickly and efficiently respond to user requests and initiate prompt resolution. LiveChat is available now on the [UMS IT Support site \(https://itsupport.maine.edu/\)](https://itsupport.maine.edu/). We encourage staff and faculty to try this LiveChat tool as our resources for answering the phones have been reduced.

For more information on accessing and using these tools, please visit the [University Tools for Remote Work, Teaching and Learning \(http://www.maine.edu/information-technology/support/tools-resource-guide/\)](http://www.maine.edu/information-technology/support/tools-resource-guide/) page.

Public Service Announcement: 'ZoomBombing': What is 'ZoomBombing'? You may be aware of the term 'photobombing'; [Zoombombing](#) is the newest hack where uninvited guests gain access to a Zoom meeting ID and attempt to disrupt the session. The good news is that it is easy to prevent Zoombombing with a few simple strategies including using Waiting Rooms, securing meetings with a password or restricting access to only authenticated users. For details on how to use these measures, please visit [What Can I Do To Prevent Zoombombing?](#)

Should you have any questions or need assistance, please contact help@maine.edu or visit the [UMS IT Support site \(https://itsupport.maine.edu/\)](https://itsupport.maine.edu/) for additional support options and documentation.

Sincerely,

David Demers
Chief Information Officer



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