

## FREQUENTLY ASKED QUESTIONS -- COMPUTERS AT UMASS BOSTON

### UMass Boston Student Email Accounts

#### *Am I required to have a UMass Boston Email Account?*

All new students receive their email account and password information from the Registrar's Office as soon as they have registered for their courses. It is important for students to use their UMass Boston email accounts, as the university will send critical information through this system. UMass Boston email accounts are also required for wireless access, Healey Library computer access, printer use in the computer labs, and access to Blackboard for online and blended courses. Students can access UMass Boston student email (Office 365) from any web browser by going to the student email web access homepage at <http://webmail.umb.edu>. Before logging into Office 365 for the first time, a student will need to set up a profile and change his or her password. Note: a profile must be set up before a password can be changed. To set up your profile and change your password, go to <https://spmt.umb.edu/> from the student email web access homepage. Students who have additional questions can call the IT service desk at 617-287-5220, send email to [itservicedesk@umb.edu](mailto:itservicedesk@umb.edu), or go to the IT service desk on the 3<sup>rd</sup> floor of the Healey Library.

#### *What if I already have an e-mail account that I would like to continue to use?*

If a student wants to use another email account, UMass Boston student email can be forwarded to that account. To forward UMass Boston student email to another account, login in to the account, click on the "help" button, type in "forward email", click on the appropriate link, and follow the directions provided.

#### *What should I do if I lose my UMass Boston email account information?*

UMass Boston email addresses can be found by logging in to Wisser from the "Student Login" link at <http://wiser.umb.edu/>, going to "Personal Portfolio" and viewing information under "Email Addresses".



### Computer Resources at UMass Boston

#### *What are the computer resources available on campus?*

Computer resources, including public work stations and printers, are made available through the university IT department and Healey Library. To access information on IT and Healey Library computer and internet service offerings, go to:

<http://www.umb.edu/it/> and <http://www.umb.edu/library/help/> .

### Computer Assistance

#### *When I am on-campus, where can I go to get computer assistance?*

While on campus, students can find assistance in several locations. The IT service desk on the 3<sup>rd</sup> floor of the library provides information on UMass Boston student email and WISER accounts. For questions about software applications used for course work, students can go to the Healey Library, UL, Room 015, and check with a lab assistant. In addition, workshops on MS Office and other topics are offered on campus. Workshop schedule information is available online, along with workshop registration access, at the UMass Boston Training Portal at: <http://www.umb.edu/training/>. In addition, tutorials and handouts on Email, Wisser, MS Office and other programs are available at [http://www.umb.edu/training/tutorials\\_handouts/](http://www.umb.edu/training/tutorials_handouts/)

#### *What if I need computer assistance and I am not on campus?*

When students are off campus, phone, chat, and email assistance for different types of services are available on the IT Service Desk web page at: [http://www.umb.edu/it/getting\\_help/contact/](http://www.umb.edu/it/getting_help/contact/) .

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## **Computer Access and Use**

### ***Where are computers for student use located?***

Public workstations are available on several floors of the Healey library, including the UL, 3<sup>rd</sup> and 4<sup>th</sup> floors. Healey Library has work stations on the Reference Floor (4<sup>th</sup> floor), where students can also get assistance with research questions. Check with the 4<sup>th</sup> floor reference staff for directions on computer registration or reservation for Reference Floor computers (during busy times). IT operated computer labs have workstations available for either classes (by reservation) or are open for individual student use when the labs have not been reserved for classes. One exception is the Red Lab, Healey Library, UL, Room 015, which can not be reserved for classes but is available for student use. Also available, is the Adaptive Lab, which offers the services, hardware and software to make computer technology accessible to persons with disabilities. For information about lab locations, lab schedules, hours, hardware, and software, go to the Information Technology General Use page at: [http://www.umb.edu/it/getting\\_services/computer\\_labs/general\\_use\\_labs\\_hours\\_and\\_locations/](http://www.umb.edu/it/getting_services/computer_labs/general_use_labs_hours_and_locations/) .

Laptops are also available for student use through the Campus Center and through the Healey Library Laptop Loan Program. For additional information on Campus Center Laptop Loans, go to the Campus Center website page at [http://www.umb.edu/campus\\_center/students/laptop\\_rental/](http://www.umb.edu/campus_center/students/laptop_rental/) . For Information on Healey Library laptop loans, see the Healey Library FAQ handout or the Self-Guided Tour.

Students who have their own laptops with wireless network cards can also access the internet in the Campus Center Atrium and several locations in Quinn. Information on wireless access can be found at: [http://www.umb.edu/it/getting\\_services/wireless/](http://www.umb.edu/it/getting_services/wireless/). A valid UMass Boston email username and password are required to log on to the network.

Students who have iPhone, Android, Blackberry, iPad or iPod Touch, or other smartphone or handheld devices can access UMass Boston website and Healey Library database information. To receive UMass Boston information and services on a mobile device, go to [www.umb.edu/m/](http://www.umb.edu/m/). For information on mobile database searching using EBSCOhost Mobile or mobile access to RefWorks using RefMobile, go to <http://umb.libguides.com/databases>.

Printers are available for student use and are located in a number of locations in the library. To view general information and guidelines on printing (FAQ) go to: [http://www.umb.edu/it/getting\\_services/computer\\_labs/printing\\_on\\_campus/](http://www.umb.edu/it/getting_services/computer_labs/printing_on_campus/). Copy print card information and campus print release station locations, which enable students to submit print requests in one location and pick up the print outs in another location, can be viewed at: [http://www.umb.edu/it/getting\\_services/computer\\_labs/general\\_use\\_labs\\_hours\\_and\\_locations/#prt](http://www.umb.edu/it/getting_services/computer_labs/general_use_labs_hours_and_locations/#prt) .

### ***Can I work on the same files on my home computer or other devices and on UMass Boston computers?***

Yes, but students should check to see if their software is compatible with the software on UMass Boston computers. If the software is compatible, files can be saved to flash drives and/or emailed as attachments. If the software is not compatible, copy and pasting the text to a self addressed e-mail is another option. (Note: If text is copied and pasted, the formatting may be lost.) Students should check with a lab attendant in Healey Library, UL, Room 015, for additional information about file compatibility and other options for saving and accessing files.

## **Courses with Websites and/or e-Reserves**

### ***What website tools are used by faculty in courses?***

A faculty member may be using Blackboard, UMass Boston Wikispaces, Healey Library Research Guides, blogs and/or other web tools in their course. Student resources for Blackboard and links to Blackboard support are available at: [http://www.umb.edu/it/getting\\_services/blackboard\\_student\\_support/](http://www.umb.edu/it/getting_services/blackboard_student_support/) . To access student and faculty resources at UMass Boston Wikispaces, go to <http://www.wikispaces.umb.edu/>. UMass Boston course library research guides can be accessed from the Library Research Guides homepage at: <http://umb.libguides.com/> .

### ***My professor has placed required course readings on “e-Reserves.” What are e-Reserves and how do I get access to them?***

At an instructor’s request, Healey Library will provide electronic access to required course readings from either on- or off-campus, 24 hours a day-7 days a week. To access e-Reserves students will need a password (not their library barcodes) which is provided by the course instructor. To access e-Reserves, go to: <http://umb.docutec.com/eres/>.