IT Help Desk
January, 2014
Agenda Items

- IT Help Desk
- UMID and Password
- GoogleApps@UMaryland Email account
- Eduroam wireless access
- UM Alerts
- Software available for students
IT Help Desk

- HS/HSL 5th floor – Room 540
- Daily from 8 a.m. to 5 p.m.
- Email help@umaryland.edu
- www.umaryland.edu/helpdesk
- Phone 410 706-HELP (4357)
- Fax 410 706-4191
UMID & Password

To Access:

- Student Information Management System (SURFS)  [http://simsweb.umaryland.edu/](http://simsweb.umaryland.edu/)
- Email  [http://gmail.umaryland.edu](http://gmail.umaryland.edu/)
- Blackboard  [http://blackboard.umaryland.edu/](http://blackboard.umaryland.edu/)
- Mediasite  [http://mediasite.umaryland.edu/](http://mediasite.umaryland.edu/)
Password

- Expires every 180 days
- Email notification – 16, 12, 8 & 4 days before expiration
UM Account Management

https://directory.umd.edu/
UM Account Management

Welcome back tester.

The Maryland Blue Crab

If the image or phrase above are incorrect or missing, STOP!!
DO NOT enter your Password and contact the IT Help Desk immediately!

Password

Submit

Start Over
UM Account Management
UM Account Management

- Create/change UMID
- Create/change UM Password
- Create your email account
- Look up Eduroam Wireless ID
GoogleApps@UMaryland

- (Optional) Forward your mail
  - Does not keep a copy in GoogleApps@UMaryland

- (Optional) Email client to access your mail

- (Optional) Smart Phone to access your mail

http://www.umaryland.edu/helpdesk/systems/gae
Eduroam Wireless Access

- Allows students, faculty and staff from participating institutions to obtain Internet connectivity across campus and when visiting other participating institutions by utilizing their local login credentials (UM Wireless ID) on their laptop or Smartphone.

- [http://www.umaryland.edu/cits/communications/eduroam](http://www.umaryland.edu/cits/communications/eduroam)
UM Account Management
Eduroam Wireless Access

- Once you have successfully connected to the eduroam network your user credentials will be cached on your device and the username string will not have to be entered again until you are required to change your password in the UM Account Management system.
- This same username will allow you to connect to wireless networks at participating eduroam locations.
UM Alerts

http://www.umaryland.edu/helpdesk/systems/umalerts/index.html
Software Available for Purchase

- **Microsoft**

<table>
<thead>
<tr>
<th>Windows 8.1 Professional upgrade (32 or 64 bit)</th>
<th>Office 2013 Professional Plus (Windows)</th>
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</thead>
<tbody>
<tr>
<td>Windows 8 Professional upgrade (32 or 64 bit)</td>
<td>Office 2010 Professional Plus (Windows)</td>
</tr>
<tr>
<td>Windows 7 Ultimate upgrade (32 or 64 bit)</td>
<td>Office 2011 Standard (MAC)</td>
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<tr>
<td>Windows Vista Ultimate upgrade (32 bit)</td>
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</tbody>
</table>

- **Symantec**

  Symantec Anti-Virus (EndPoint Protection) v 12.1.4

- [https://cf.umaryland.edu/software_sales/](https://cf.umaryland.edu/software_sales/)
Thank You