

## 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 student email (Outlook Live) from any web browser by going to <http://webmail.umb.edu>. Before logging in to Outlook Live for the first time, a student will need to set a new password. For more information about Outlook Live, students should click on the FAQs link at <https://webmail.umb.edu>. Students who have additional questions can call the IT service desk at 617-287-5220 or send email to [itservicedesk@umb.edu](mailto:itservicedesk@umb.edu).

#### ***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 email can be forwarded to that account. Information on how to forward UMass Boston email to another account from the UMass Boston Live online system is available on the FAQ's at <https://webmail.umb.edu/>.

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

UMass Boston email addresses can be found by logging in to Wiser from the "Student Log-on to Wiser" 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 view and access information on IT and Healey Library computer and internet service offerings, go to: <http://umb.edu/index.php/it/> and <http://www.lib.umb.edu/node/74>.

### **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. An additional IT service desk is located on the Reference Floor (4<sup>th</sup> floor) adjacent to the Reference desk. 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, Wiser, MS Office and other programs are available at <http://www.umb.edu/training/tutorials.html>.

#### ***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://umb.edu/index.php/it/help>.

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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. Directions for computer registration or reservation for Reference Floor computers (during busy times) can be viewed at: <http://www.lib.umb.edu/node/2803>. 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://umb.edu/index.php/it/services\\_detail/computer\\_labs\\_General\\_Use/](http://umb.edu/index.php/it/services_detail/computer_labs_General_Use/).

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.lib.umb.edu/node/1468>. Specific instructions on printing can be found at: <http://www.lib.umb.edu/node/1472> and copy print card information is available at: <http://www.lib.umb.edu/node/1487>. Locations of campus print release stations, which enable students to submit print requests in one location and pick up the print outs in another location, are listed at: [http://umb.edu/index.php/it/services\\_detail/hours\\_locations\\_labs/](http://umb.edu/index.php/it/services_detail/hours_locations_labs/).

Laptops are also available for student and faculty use in the Healey Library through the Healey Library Laptop Loan Program. For additional information, see the Healey Library FAQ handout.

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.lib.umb.edu/node/1474>. Specific locations for wireless access are listed at: [http://umb.edu/index.php/it/services\\_detail/wireless\\_locations\\_on\\_campus/](http://umb.edu/index.php/it/services_detail/wireless_locations_on_campus/). A valid UMass Boston email username and password are required to log on to the network. Mobile access to the UMass Website, the Healey Library website, off-campus database access, and RefWorks is also available to students and faculty who have Blackberry, iPhone, iPod Touch, or other handheld devices. To receive UMass Boston information and services anytime, anywhere on a mobile device, go to [www.umb.edu/m/](http://www.umb.edu/m/). For information on Mobile Database Searching and mobile access to RefWorks, go to <http://www.lib.umb.edu/node/3363>.

### ***Can I work on the same files at home and at school?***

Yes, but students should check to see if their home computer software is compatible with the software on the UMass Boston computers. If the software is compatible, files can be saved to flash drives and/or email files 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.

## **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 LibGuides, blogs and/or other web tools in their course. Student and faculty resources for Blackboard and links to Blackboard support are available at: [http://umb.edu/index.php/it/services\\_detail/blackboard\\_student\\_support/](http://umb.edu/index.php/it/services_detail/blackboard_student_support/). To access student and faculty resources for UMass Boston Wikispaces, go to <http://www.wikispaces.umb.edu/>. UMass Boston course libguides can be accessed from the Healey Library LibGuides 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 and to assure federal copyright compliance, students need a valid bar-coded UMB ID card and a course specific password (provided by your instructor.) To access e-Reserves, go to: <http://www.lib.umb.edu/coursereserves>.

