Welcome Letter from A&F Systems

Dear New Employee:

Congratulations on your employment with the University! This document serves as a quick introduction of computer and network resources available for your work in your department.

First, be aware of the two accounts you have here on campus. Your Active Directory account is administered through AFS Support and is used to log into your computer in the morning, as well as to access your Exchange email. Your NetID account is administered by OIT and gives you access to most of the web browser based University applications you will need (SPIRE, PeopleSoft, BuyWays, HR Direct, etc.).

Our computers are set up with Outlook (Start Menu > All Programs > Microsoft Office) as the default application for email, calendar, and contacts. If you need help configuring your Outlook settings, contact AFS Support. As an alternative to Outlook (for example if you need to check your email from home) you can use the web interface at http://exchange.umass.edu using the same password you use to log into your work computer in the morning.

You will automatically be granted access to certain network printers and drives based on your department and position. These can be accessed through Start Menu > Computer. The I: drive is your personal drive, where you can store files that you don’t need to share with other users. Other network drives are for documents you need to share with your co-workers, according to your particular department’s workflow.

AFS Support is available M-F, 8:30-5:00 to assist with your hardware/software questions. The best way to contact AFS Support is to email afit@admin.umass.edu which will automatically create a work order so your request can be tracked. The AFS website at http://www.umass.edu/afsystems/ has a variety of how-to’s and job aids to help answer frequently-asked questions. You may also submit a work order electronically through the website, if you wish, or give us a call during business hours at 413-545-1956.

Welcome!

A&F User Support Services Staff