Understanding Your NetID & Password

What is a “NetID”

Your NetID serves as the primary user name for your IT Account and gives you access to HR Direct, the campus network, SPIRE, email and much, much more.

Your NetID password provides access to your personal information such as your email, your SPIRE account, or files stored on UDrive. To protect your personal information, please do not share your NetID password with anyone.

Don’t know your NetID and/or password? Bring your UCard to:

- The IT Help Center (A109, LGRC Lowrise, M - F, 8:30 a.m.- 5:00 p.m.)
- The Learning Commons Technical Support Desk with extended hours, below (Lower level of W.E.B. Du Bois Library)

Forgot your NetID password?

IT will email you your NetID and a temporary password. On the SPIRE Logon (www.spire.umass.edu) page, under IT Accounts (right side of the page), click Password & NetID Help.
Public Computers provided by the Library

42 public workstations are located on the Lower Level in the Learning Commons between the Learning Commons and Technical Support Desk and the Reference and Research Assistance Desk. These computers are open to everyone and do not require a login.

The public workstations run Windows 7 and are equipped with Web browsers, Microsoft Office 2010, and Microsoft Student.

Scanners are available along the brick columns across from the public workstations.

Printing from Library PCs requires a UCard or guest card (available for purchase in the Learning Commons). Follow the instructions at the printing stations, or ask for assistance at the Learning Commons and Technical Support Desk.

Laptops are available for checkout from the Circulation Reserves desk on the lower level.

Computers provided by IT Computer Classrooms

In the Learning Commons (W.E.B. DuBois Library, Lower Level) PCs and Macs for UMass Amherst students, faculty, and staff with IT accounts (NetIDs).

Other IT Computer Classrooms in the W.E.B. Du Bois Library

Available for Drop-in Use When a Class is not Scheduled

<table>
<thead>
<tr>
<th>Room</th>
<th>Computers</th>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cal pillar Library Instruction Room</td>
<td>30 PCs</td>
<td>Lower Level</td>
<td>577-1067</td>
</tr>
<tr>
<td>Room 1667 (PCs)</td>
<td>23 PCs</td>
<td>16th Floor</td>
<td>545-0319</td>
</tr>
<tr>
<td>Room 1685 (PCs)</td>
<td>10 PCs</td>
<td>16th Floor</td>
<td>545-3025</td>
</tr>
</tbody>
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