



University of Massachusetts Information Technology 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)

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IT User Services Extended Support Hours (W.E.B. Du Bois Library Learning Commons)

Extended hours are provided by Student Consultants. Students are staffed at the W.E.B. Du Bois Library at the **Learning Commons Desk**.

- Monday through Thursday: 8:00 a.m. to midnight
- Friday - 8:00 a.m. to 9:00 p.m.
- Saturday - 9:00 a.m. to 9:00 p.m.
- Sunday - 11:00 a.m. to midnight

Note: Operating hours are subject to change. UMass Amherst IT follows standard campus closure policies regarding **holidays** and **emergency closures**.

Contact the IT Help Center:

A109 Lederle Graduate Research Center (LGRC)
413-545-9400 or 5-TECH from on-campus

Full Support Hours (LGRC)
Monday through Friday
8:30 a.m. to 5:00 p.m.

Extended Support Hours
(W.E.B. Du Bois Library Learning Commons)

Email: it@umass.edu

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**.



University of Massachusetts Public Printers

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.

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UMass **Amherst** Libraries

Services

Borrowing

Course Reserves

Computers & Printing

- Assistive Technologies
- Copiers
- Laptops
- Multimedia Equipment
- Scanning & Faxing
- Printing
- Poster Printing
- 3D Printing

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

Room	Computers	Location	Phone
Calipari Library Instruction Room	30 PCs	Lower Level	577-1067
Room 1667 (PCs)	23 PCs	16th Floor	545-0319
Room 1685 (PCs)	10 PCs	16th Floor	545-3025