

## Getting Help

### OIT Web Site

Answers to most common questions about OIT services can be found on the OIT Web site: [www.oit.umass.edu](http://www.oit.umass.edu)

### OIT Help Desk

Go to [www.oit.umass.edu/help.html](http://www.oit.umass.edu/help.html) to fill out an online help request form or chat with a consultant, call the OIT Help Desk at 413-545-9400, or stop by A109 LGRC Lowrise. The Help Desk is open from 8:30 a.m. to 5:00 p.m., Monday-Friday (except holidays).

Help Desk Consultants are also available in the Learning Commons on the Lower Level of the W.E.B. Du Bois Library. For hours, see: [www.umass.edu/learningcommons](http://www.umass.edu/learningcommons)

## About OIT

The Office of Information Technologies (OIT) develops, maintains, and supports computing, instructional technology, and telecommunications services at UMass Amherst. Our mission is to help the faculty, staff, and students of the University meet their information technology needs.



Office of Information Technologies

# OIT SERVICES

## AT A GLANCE



## Service Shortcuts

**UMail:** [umail.oit.umass.edu](mailto:umail.oit.umass.edu)

**SPIRE:** [spire.umass.edu](http://spire.umass.edu)

**SPARK:** [spark.oit.umass.edu](http://spark.oit.umass.edu)

**UDrive:** [udrive.oit.umass.edu](http://udrive.oit.umass.edu)

**Blogs:** [blogs.umass.edu](http://blogs.umass.edu)

**NetID:** \_\_\_\_\_

**Email:** \_\_\_\_\_

An overview of computing & technology services provided by the Office of Information Technologies at UMass Amherst

# OIT SERVICES

## AT A GLANCE

This guide provides an overview of the services offered by the Office of Information Technologies (OIT) at UMass Amherst.

For a complete list of services, see:  
[www.oit.umass.edu/service\\_topic.html](http://www.oit.umass.edu/service_topic.html)



Office of Information Technologies

### Accounts: Your Passport to Technology Services

OIT Accounts provide access to OIT services and other computing resources on campus. OIT Accounts are available to all UMass Amherst students, faculty, and staff.

[www.oit.umass.edu/accounts](http://www.oit.umass.edu/accounts)

### Blogs & Web Site Hosting

Members of the University community have access to our blogging service, Blogs at UMass Amherst, and to space on our servers for personal Web sites. Instructors can set up a blog or Web site for each of their courses.

[blogs.umass.edu](http://blogs.umass.edu)

[www.oit.umass.edu/web\\_hosting](http://www.oit.umass.edu/web_hosting)

### Computer Classrooms

OIT maintains 10 Windows and Macintosh classrooms and the computers in the Learning Commons. Instructors can reserve classrooms for classes that require computer use. The classrooms are open to the UMass Amherst community when classes are not in session.

[www.oit.umass.edu/classrooms](http://www.oit.umass.edu/classrooms)

### Computer Repair & Purchasing

OIT provides diagnostic and repair services for computers and peripherals. The U\$ave program offers competitive discounts on desktops, laptops, tablets, and peripherals from popular manufacturers.

[www.oit.umass.edu/hardware](http://www.oit.umass.edu/hardware)

[usave.umassp.edu](http://usave.umassp.edu)

### Departmental Network Support

OIT helps departments set up, maintain, and troubleshoot local networks, workstations, and peripherals. We also provide server hosting and administration, Active Directory services, and support and maintenance for campus calendaring systems.

[jitterbug.oit.umass.edu](http://jitterbug.oit.umass.edu)

### Email (UMail)

UMail, UMass Amherst's email system, features virus protection, spam filtering, and other convenient tools such as mail forwarding and vacation-reply. UMail is accessible via a Web browser or email software such as Mozilla Thunderbird. The University only uses UMail addresses when sending official email communications to students.

[umail.oit.umass.edu](http://umail.oit.umass.edu)

### Online File Storage & Sharing (UDrive)

UDrive is OIT's Web-based file storage and sharing system. Students, faculty, and staff can upload project files, assignments, images, and other types of files, then access them from any computer with an Internet connection.

[udrive.oit.umass.edu](http://udrive.oit.umass.edu)

### Learning Management System (SPARK)

SPARK is the Web-based Learning Management System (LMS) at UMass Amherst. Many instructors teaching campus-based courses use SPARK to post syllabi, calendars, grades, and other course content online. Students use SPARK to submit assignments and communicate with classmates, among other activities. Moodle, an open-source system, will replace SPARK as the LMS for on-campus courses by 2013.

[spark.oit.umass.edu](http://spark.oit.umass.edu)

### Network & Internet Access

OIT provides high-speed wired Internet access in most campus buildings. Wireless is available in an increasing number of locations on campus, including all residence halls. While on campus, connect to the secure wireless network, UMASS-SECURE1X, using our XpressConnect setup wizard.

[www.oit.umass.edu/network](http://www.oit.umass.edu/network)

[www.oit.umass.edu/xpressconnect](http://www.oit.umass.edu/xpressconnect)

### Policies

OIT oversees the proper use of technology resources on campus. The use of all OIT services is covered by our Acceptable Use Policy.

[www.oit.umass.edu/policies](http://www.oit.umass.edu/policies)

### Safe Computing

OIT encourages members of the UMass Amherst community to use OIT's free anti-virus software, update their computers' software and operating systems, and use caution when sharing personal information. OIT will never ask for OIT Account passwords or other sensitive information via email.

[www.oit.umass.edu/security](http://www.oit.umass.edu/security)

### Software

OIT offers free and discounted software, including free anti-virus and security software, and competitive discounts on Microsoft and Adobe products. Faculty and staff can obtain select Microsoft and Adobe software at no cost. Full-time students can get Windows 7 and other Microsoft programs at no cost through our participation in the Microsoft Developer's Network Academic Alliance (MSDN-AA).

[www.oit.umass.edu/software](http://www.oit.umass.edu/software)

### Telephones

OIT Telecommunications Services provides administrative and residential telephone service and support as well as voice mail, operator, and billing services. We also negotiate discounts on cellular plans and accessories for students, faculty, and staff.

[telecom.oit.umass.edu](http://telecom.oit.umass.edu)

### Student Information System (SPIRE)

SPIRE is the University's secure, Web-based student records system. Students use SPIRE to register for classes, view grades, sign up for campus housing, and manage their University finances. Instructors and staff use SPIRE to manage student records and update their personal information, among other activities.

[spire.umass.edu](http://spire.umass.edu)

### Workshops & Training

OIT offers workshops and training on a variety of technology-related topics. OIT Academic Computing offers monthly workshops for instructors on topics such as building course Web sites, digital audio and video, and grade management. We also offer Atomic Learning, a collection of instructional videos on popular software.

[www.oit.umass.edu/workshops](http://www.oit.umass.edu/workshops)