Online Policy Overview
The Learning Resource Center will continue to offer undergraduate research support to students during the online semester.

OURS research support will be offered via Zoom and be offered by appointment only. Students are able to sign up for an OURS appointment through Navigate. The easiest access point is by using the “OURS Appointments” button on the OURS homepage: www.umass.edu/ours. Using Navigate, students can make appointments for themselves 2 weeks in advance and up to 2 hours before the start of an open appointment. If students are looking for appointments and cannot find an open meeting time please email the LRC at lrc@umass.edu an OURS staff member will get back to you about your appointment question.

At the start of their OURS meeting, mentors will send students a link to a Zoom conference room via the message feature in Navigate. Students should be advised that OURS meetings will end 5 minutes before their scheduled end time to allow the mentor to start their next appointment.

If you have any questions, please email the LRC at lrc@umass.edu. We will respond to your request within 24 business hours.

How to Access Online OURS Research
UMass IT recommends you use Chrome or Firefox browsers to maximize Zoom use.

Use Navigate to Make Your Appointment
1. To access Navigate, log on to www.umass.edu/ours and click “Make an Appointment” on the left side of the page.
2. Directions on how to use Navigate to set up an appointment can be found https://www.umass.edu/ours/ under the headline “Quick Tutorials”
3. Important Notes:
   • Navigate will not show you availability for OURS appointments during times when you have a scheduled class. To make an appointment during a class time, please email the LRC at lrc@umass.edu so that we can assist you.

Before your Initial Appointment:
1. Make sure your computer is set up with Zoom software: https://www.umass.edu/it/zoom
   • Your university issued Net-ID and password are your username and password for accessing Zoom.
2. Check-out some of the tutorials about how to use Zoom. We suggest that you take a peek at:
   • Joining & Configuring Audio and Video: https://www.youtube.com/watch?v=HqncX7RE0wM&list=PLKpRxBfeD1kEM_I1ld3N_XI77fKDzSxe&index=24
At the Start of Your Appointment

1. The mentor will send you a link to your Zoom meeting at the start of your appointment.
   - This link will be sent using the message function on Navigate—you must be logged-in to Navigate to get the link to your OURS meeting.
   - You’ll see the message from your mentor appear in on the top of your Student Home page—in the envelope next to the Navigate logo:

![Navigate Logo](https://example.com)

   - The OURS mentors’ message will be sent with the subject: **LRC OURS Appointment: (Day, Date-Time) Zoom Link**
   - When you open the message, the link to the Zoom Meeting will be in the subject body of the message.
   - Copy and paste the link into a new browser. You will not be able to open the link by clicking on it.
   - The link should automatically open the Zoom meeting. If you are required to sign-in, your university Net-ID and password will allow you into the meeting

   **Important Notes**
   - The Zoom meeting will not open if the new browser window is in incognito/private mode
   - Initially, the camera for your Zoom meeting will be off. You’ll need to turn on the camera by selecting the icon in the bottom control panel.