

PLEASE READ!!
**Important Information for Accessing
Computer Resources for Your Courses**

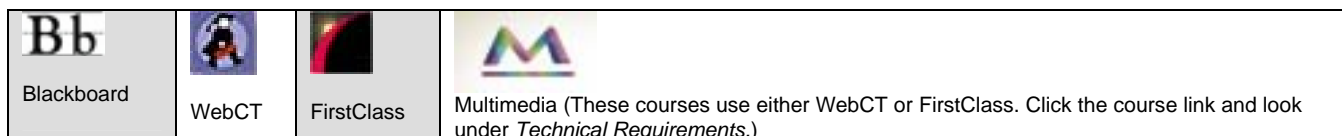
Dear Student,

More and more courses offered in the University of Maine System rely on communication through e-mail and the use of web-based software for delivering either entire courses or supplementing courses with valuable online resources. **This document contains very important instructions for accessing the electronic resources you will need for your course.**

We can not stress enough how important it is that you have your user names and passwords in working order before the start of the semester to avoid academic and financial problems later!

To find out which software your course will use – Blackboard, WebCT, or FirstClass:

- **If your course is offered either online, over ITV, or over compressed video**, go to <http://www.learn2.maine.edu/coursetech.asp> and scroll down until you find your course. You will see one of these icons next to the name of the course:



- **If your class is offered onsite**, your instructor will provide you with this information either on the syllabus or at your first class meeting.

If your course uses only FirstClass and you do not plan to use University College Center computers, skip to the FirstClass section on the next page.

Activating and Using Your @maine.edu E-mail Account

How to activate your e-mail account. All students registering to take University of Maine system courses are provided with a University (@maine.edu) e-mail account. This account not only provides you with e-mail, but the username and password provide access to computers at University College Centers and access to WebCT and Blackboard – computer conferencing software required by many instructors. **This account must be activated before you can use it.** Your UMS E-mail account uses the following format: jane.doe@maine.edu. (If you have a hyphenated name, a common name, or if you use a designation such as Jr., Sr., etc., contact Technical Support at 1-800-696-4357 for assistance.)

- Find your activation code. You were given an activation code when you registered for your classes --it is listed on the upper right-hand side of your registration confirmation. If you did not receive a confirmation, your University College Center or UC Teleservice (1-800-868-7000) can provide you with your activation code.
- To activate your account, go to: <http://www.maine.edu/activate.html> and follow the instructions. *Be sure to enter your code in CAPITAL LETTERS.* (Your student identification number is your social security number.) Once you have finished the process, your account will be active after a 24-hour waiting period. If you activate your account on a Friday, or a day before a holiday, you may have to wait longer.

If you are not sure if you have activated your account, or are having problems, call us at 1-800-868-7000.

How to access your e-mail account to read, send, and forward your e-mail. The web address to access your UMS (@maine.edu) e-mail is: <http://mail.maine.edu/>. To get your mail, click on: [Web browser access to mail - IMP version 3.2.3, Horde version 2.2.5](#). You may also forward your university e-mail to any other e-mail address you prefer, and change or reset your passwords at this website.

Accessing Your Course

Blackboard. A QuickGuide to using Blackboard can be found at: http://www.learn.maine.edu/crs/bb5_guide.php. To access Blackboard go to: www.courses.maine.edu. Your user name and password are the same as your @maine.edu e-mail user name and password.

WebCT (for UM courses). A QuickGuide to using WebCT can be found at: http://www.learn.maine.edu/crs/wct_fc.php Courses that use WebCT list the web address on http://www.learn.maine.edu/crs/wct_fc.php Scroll down until you find your class, click into it and follow logon directions. The user name and password, unless otherwise specified, are the same as your @maine.edu e-mail user name and password.

FirstClass. The University of Maine (UM) uses FirstClass for the majority of their online and ITV classes. If you are a first time user and are taking a course that originates from UM, you need to download FirstClass from the internet onto your desk top. A QuickGuide to using FirstClass, along with download instructions and technical support information, can be found at: <http://www.learn.maine.edu/crs/firstclass.php>. You can also access FirstClass through a computer at your University College Center or University of Maine campus. ITV receive sites are **not guaranteed** to have the FirstClass client on their computers. Your FirstClass user name and password are created at UM. If you register early, your user name and password will be sent to you. If you do not hear from UM and the semester is going to start soon, please call the Distance Education Help Line at 1-877-947-HELP (4357) or send e-mail to: help@umit.maine.edu. **Do not wait until the start of the semester to call for your password.**

WebCT (for UMFK courses). To access WebCT, for UMFK courses, go to <http://webct.umfk.maine.edu>. Your username is firstname.lastname, and the password is webct. (You will be prompted to change your password the first time you log in.)

Technical Support Telephone Numbers and E-mail Addresses

For E-mail: 1-800-696-HELP (4357) or techsupport@maine.edu

For Blackboard: 1-800-696-HELP (4357) or 1-800-868-7000 or techsupport@maine.edu

For WebCT, if your class originates from the University of Maine: (207) 581-2506 or ithelp@umit.maine.edu

For WebCT, if your class originates from the University of Maine at Fort Kent: 1-888-TRY-UMFK; **Leslie Kelly**, (207) 834-7528, lesliek@maine.edu or **Sofia Birden**, (207) 834-7527, sbirden@maine.edu

For FirstClass: 1-877-947-HELP (4357) or send e-mail to: help@umit.maine.edu

University College Center Telephone Numbers

Bath-Brunswick	1-800-696-2329 or 1-207-442-7736	Norway/South Paris	1-800-677-3377 or 1-207-743-9322
Calais	1-800-429-1323 or 1-207-454-8230	Rumford-Mexico	1-800-696-1103 or 1-207-364-7882
Dover-Foxcroft	1-800-590-2942 or 1-207-564-2942	Saco	1-800-696-3391 or 1-207-282-4111
East Millinocket	1-800-498-8200 or 1-207-746-5741	Sanford	1-800-696-3075 or 1-207-324-6012
Ellsworth	1-800-696-2540 or 1-207-667-3897	Thomaston	1-800-286-1594 or 1-207-354-6906
Houlton	1-800-584-0874 or 1-207-521-3100		

*Please note that most of the links listed on this sheet can be found under the "Quicklinks" tab on University College's website: www.learn.maine.edu.