

# UMES IT Public Knowledge Base

This is the IT public knowledge base to assist UMES teammates and guests with common technology-related issues.

## Maintenance and Outages

Follow us @UMESInfoTech to see the latest information on outages and maintenance

### Loading Twitter Widget

Widget #303627482366607360

## Need help?



- Contact our Help Desk
- Online at <https://help.umes.edu>
- Phone at 410-651-8324

## Web Help Desk

### Frequently asked

### questions

- [How to get Microsoft Office for FREE](#)
- [Accessing ImageNow From Anywhere](#)
- [Connecting to UMES Wireless](#)
- [E-mail Access](#)
- [Making Your Blackboard Course Available to Students](#)
- [How to update your directory and contact information](#)

## Waters Hall and Help Desk Telephone

### Support Hours

Days	Hours
Monday - Friday	8:00 AM - 4:30 PM
Saturday - Sunday	Closed*

\*The Frederick Douglass Library will be open on weekends and nights. Please see [Library Hours](#) for more information.

## Other resources

- [UMES Instructional Technology](#) (Blackboard, Echo 360, Respondus)
- [myUMES Portal](#)
- [UMES Home](#)

## Browse by topic

## Popular Labels

ait blackboard ddmt dec

## Recently updated articles



[How to self-install Echo 360 Personal Lecture Capture](#)

Jan 31, 2019 • updated by Passeri,

## A-B

---

academic  
account  
android  
apple  
applications  
archives  
assignment  
available  
blackboard

## D-E

---

device  
directory  
distant  
echo360  
education  
ektron  
email  
employee  
excel

## I-L

---

imagenow  
interactive  
internet  
ios  
iphone  
ivn  
labs  
laptops  
launch  
lockdown  
login

## M-O

---

mailarchiver  
mathematica  
microsoft  
mobile  
network  
office  
optimize  
outlook

## C

---

cable  
cache  
cellphone  
chrome  
cms  
collaboarte  
collaborate  
computing  
console  
copy  
course





## F-H

---

file  
file-list  
files  
folders  
game  
gfi  
grade-center  
guest  
hawkweb

isions file-list hawkweb k  
b-how-to-article kb  
-troubleshooting-article  
meeting-not  
es wireless

Catherine H • [view change](#)

-  [How to print my class roster in HawkWeb?](#)  
Jan 29, 2019 • created by Passeri, Catherine H
-  [How to install LockDown Browser for Students](#)  
Jan 29, 2019 • updated by Passeri, Catherine H • [view change](#)
-  [How to add Blackboard Collaborate Ultra to my course](#)  
Jan 14, 2019 • updated by Passeri, Catherine H • [view change](#)
-  [UMES-Cloud Services Policy](#)  
Jan 10, 2019 • updated by Townsend, Jeremy W • [view change](#)

**P-R**

---

password  
pdf  
phone  
policy  
polycom  
powerpoint  
printer  
printing  
ps3  
ps4  
purchasing  
quota

**S-U**

---

secure  
security  
shared-links  
software  
student  
students  
submit  
tablets  
television  
test  
tv  
ultra

**V-Z**

---

vdi  
video  
vpn  
web  
wepa  
wifi  
wii  
windows-phone  
wireless  
xbox  
zip

**0-9**

---

7zip