

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

- [Google Apps Training and Tutorials](#)
- [Accessing ImageNow From Anywhere](#)
- [Connecting to UMES Wireless](#)
- [E-mail Access](#)
- [How to recover UMES Gmail Emails](#)
- [Making Your Blackboard Course Available to Students](#)
- [How to update your directory and contact information](#)
- [How to get Office 365 Applications](#)

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

Recently updated articles

-  [Students Unable to Take a LockDown Browser and Monitor Test](#)

A-B

academic
account
android
apple
applications
archives
assignment
available
blackboard

C

cable
cache
cellphone
chrome
cms
collaboarte
collaborate
computing
conference
console
copy
course

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

D-E

device
directory
distant
echo360
education
ektron
email
employee
excel

F-H

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

I-L

imagenow
interactive
internet
ios
iphone
ivn
labs
laptops
launch
lockdown
login


M-O


mailarchiver
mathematica
microsoft
mobile
network
office
optimize
outlook


P-R


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

Sep 22, 2019 • created by Passeri,
Catherine H

 Google Apps Training and Tutorials
Sep 18, 2019 • updated by Schmid
t, Brian P • view change

 Google Apps Training and Tutorials
Sep 18, 2019 • updated by Smith,
Joseph R • view change

 How to recover UMES Gmail Emails
Sep 18, 2019 • updated by Smith,
Joseph R • view change

 Blackboard sending e-mail to an
incorrect address
Sep 17, 2019 • updated by Passeri
, Catherine H • view change

S-T

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

U-Y

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

Z

zip

0-9

7zip