

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

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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

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

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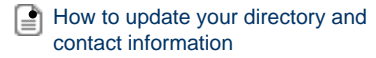
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Oct 02, 2020 • updated by Schmidt
, Brian P • view change



How to update your directory and
contact information
Oct 01, 2020 • updated by Townse
nd, Jeremy W • view change



Connecting to UMES Wireless
Sep 08, 2020 • updated by Terrell,
De'Nitra L • view change



How to install Respondus exam
creation software
Aug 26, 2020 • updated by Schmid
t, Brian P • view change



Google Apps Training and Tutorials
Jun 03, 2020 • updated by Schmidt
, Brian P • view change

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