

# UMES IT Public Knowledge Base

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

## 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](#)



### Maintenance and Outages

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

Emergency: Text to 410-651-8324 or call 410-651-8324 /303627482366607360. Please try again in 1 minute(s).

## Browse by topic

## Popular Labels

ait blackboard ddmt de  
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b-how-to-article kb-  
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wireless

## Recently updated articles

[How to install Respondus exam creation software](#)  
Sep 02, 2021 • updated by Schmidt, Brian P • view change

[Software Access](#)  
Aug 25, 2021 • created by Perry, Martin E

[Remote and Virtual Work](#)  
Aug 25, 2021 • updated by Perry, Martin E • view change

**A-B**

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blackboard

**C**

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**D-E**

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**F-H**

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**I-L**

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**M-O**

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**P**

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**Q-T**

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quota  
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**U-Y**

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xbox

**Z**

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zip

**0-9**

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7zip