

If you forget your password to the UMS Account go to www.maine.edu/useraccount.html and select the link Set Password. This page will enable you to set a new password. To confirm your identity you will be required to answer 2 of the 3 questions you entered during the activation process.

Once you have successfully logged in to PeopleSoft you will be able to enter and/or approve time, view and update personal data, view compensation history and paycheck data.

If you have any questions please contact the Helpdesk and we will do our best to assist you or refer you the appropriate point of contact.

Using the Computer Classrooms

Faculty who wish to use the computer classrooms should contact Lab Operations via the HelpDesk. There are two Windows classrooms and one Mac classroom in Bailey Hall in Gorham. Portland has two Windows classrooms in Luther Bonney.

Instructors can reserve a room for a regular (weekly) schedule or for a single session for special instruction or testing. Usually, only one session per week (1.25 hours) is scheduled, due to heavy demand for the rooms.

We recommend that faculty and students test their login prior to class. Faculty should schedule a 10 minute time to review the use of the projection equip-

ment in the classrooms a few days before their scheduled session. It is recommended that students activate their university access account by stopping at the Help Desk in Portland or the Assistance Station in the Gorham Lab (8 Bailey). Students should know their student ID and PIN as an alternate login method.

All lab users must have funds deposited on their USMCard (Husky Bucks) in order to print in the labs, classrooms, and libraries.



DEPARTMENT WHO'S WHO

Carl Helms Director of Software Services

Software Services

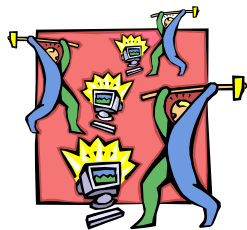
Ann Brushwein Software Support Specialist
Emily Hallett Adaptive Technology Specialist
David Eldridge Lab Software Support Specialist
Christopher Gould Lab Software Support Specialist
Kevin Granahan Software Support Specialist
Jim Kessler Mac Specialist
Bob Pinkelman Mac Specialist

Helpdesk

Keith Witherell Help Desk Manager &
Software Support Specialist II
Kevin Beauregard Computer Support Specialist
Hilda Moulton Computer Support Specialist
Cheryl Thompson SS Specialist /Help Desk Coordinator/

Lab

Carol Sobczak Operations Manager
Richard Coffin Operations Coordinator
Lee Ann Pipkin Operations Coordinator



Mert Nickerson Director of University Computing Technologies

Administration & Sales

Judith Ferrante Administrative Manager
Adam Kennedy Desktop Computing Purchase
Consultant
Rebecca Reid Administrative Associate
Julie Colón Administrative Assistant II

Technical Services

Jerry Brokos Manager

Networking

Jim Cyr Networking Manager
Jon Dustin Network Specialist
Andy Smith-Petersen Systems Administrator
Tomas Harriman Network Support Specialist
Frank Brooks Systems Administrator
Chad Casey RESNET Coordinator

Database and Application Software

Stephen Houser Director of Development
Alan Fitzgerald Database Developer
Danny Hughes Database Developer
Eric Littel Database Developer
Malcolm Huston Database Developer
Chris Faulhaber UNIX/NT Administrator
Robin McGlaflin Web Support Specialist

Maintain Your Machine: Windows Update

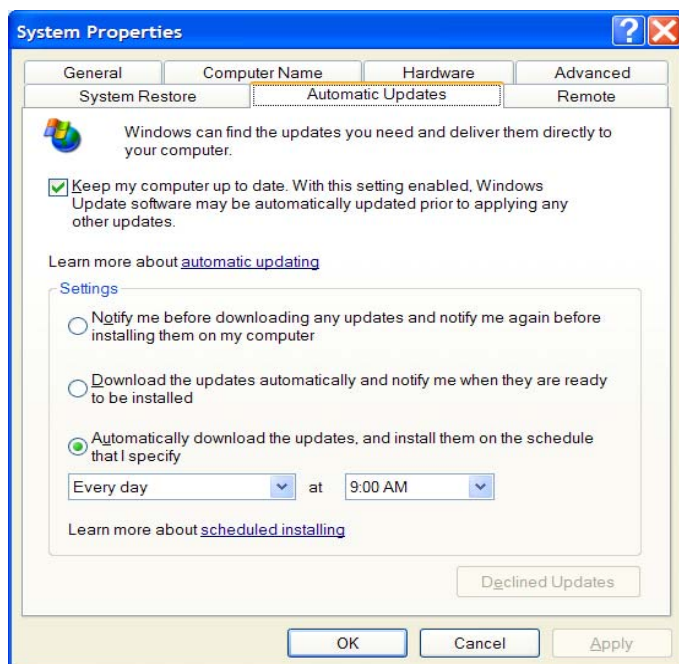
The best way to keep your computer running smoothly is to regularly update it by using Windows Update. This process can be automated in Windows XP and Windows 2000 but it must be done manually if you are using Windows 98SE. The updates will improve the performance of your machine and update your version of Internet Explorer (if required). Generally, this process can take up to 30 minutes the first time it is run – subsequently it will take less than five minutes each time it is run again.

Windows XP

Windows XP users may occasionally notice a balloon down near the clock that indicates that updates are ready to install. When this happens, you should click the balloon and allow the updates to install. All Windows XP users should then do the following to automate this process. Go to Start/Control Panel/Performance and Maintenance/System and click the Automatic Updates tab. Click to place a check mark in the box next to “Keep My Computer up to Date...”. In the section below, click the button next to “Automatically download the updates, and install them on the schedule I specify”. Every Day will be selected – choose a time between 9 AM and 4 PM and click OK. Occasionally, you may a notice that you need to restart your machine to complete the update. You can cancel and restart later or click OK to restart now.

Windows 2000

Windows 2000 users may also get automatic updates by going to Start/Control Panel and double clicking Automatic Updates. Click to place a check mark in the box next to “Keep My Computer up to Date...”. “Automatically download the updates and install them on the schedule I specify”. Every Day will be selected – choose between 9 AM and 4 PM and click OK. Windows 2000 must be at Service Pack 4 to get automatic updates. To check the Windows version, right-click on My Computer and choose Properties. If Windows is not at SP4, follow the steps for Windows 98 SE to manually update your computer. Once it is at SP4, you can follow the steps above to set automatic updates.



Windows 98 SE

Windows 98SE users must choose Windows Update manually. Go to Start/Windows Update. This will open a browser and bring you to the Microsoft Windows Update page. You may need to click Yes to allow Microsoft to install a detection program. Click the “Scan for Updates” link – this should take about 30 seconds to complete. In the left pane, a heading called “Critical Updates and Service Packs” will appear. The goal here is to make this number be zero. Click this link and in the right pane, click “Review and Install Updates”. The list of updates will appear below this link. Most of these updates can be applied with a single click but a few of them may required to be installed alone. Keep repeating the above steps until the Critical Updates number is zero.

Windows update is not available for machines running versions of Windows before Windows 98SE (second edition). This includes all versions of Windows 95 and the first version of Windows 98. These machines should probably be replaced anyway.

Cleanup Temporary Files

There are a couple of good ways to remove temporary internet files from your computer. These files can cause your machine to slow down and cause problems in using the internet. Go to Start/Programs/Accessories/System Tools and choose Disk Cleanup. Place a checkmark next to all items that have files and click OK to delete them. Another way is to open Internet Explorer and choose Tools/Internet Options. Click on “Delete Cookies” and click OK. Click on “Delete Files” and click OK. Either of these methods should be done about once a month.

ALWAYS REMAIN VIGILANT, BEWARE OF VIRUSES! DON'T OPEN OR DOWNLOAD QUESTIONABLE ATTACHMENTS UNLESS YOU KNOW WHAT IT IS, EVEN IF IT'S FROM SOMEONE YOU KNOW & TRUST. ALSO WATCH OUT FOR VIRUS HOAXES TELLING YOU TO DELETE NEEDED FILES FROM YOUR COMPUTER.

Current Threats

- [Virus Alert](#)
[W32/Sobig.f@MM is a High Risk worm.](#)
- [Virus Advisory](#)
[W32/Dumaru.a@MM is a Medium Risk worm.](#)
- [Virus Advisory](#)
[W32/Lovsan.worm.a is a Medium Risk worm.](#)

If you are unsure of an attachment please call the Help Desk. For further information on viruses and hoaxes, visit McAfee's website at <http://vil.mcafee.com/>





Software Services Help Desk
 96 Falmouth St.
 144 Luther Bonney Hall
 Portland, ME 04104
 Phone: 207-780-4029
 Fax: 207-780-4565
 Email: Helpdesk@usm.maine.edu

We're on the Web!
www.usm.maine.edu/computing

Let us Help you with your
 Computer Problems



Websites for your reference

Helpful Websites to Know

Acceptable Use of Information Resources Policy
<http://library.usm.maine.edu/aup.html>

Search the Knowledge Database of Frequently Asked Questions
<http://usm.maine.edu/faq>

What is a Listserv?
<http://www.usm.maine.edu/listserv/>

Groupwise Web Access
<http://gw.usm.maine.edu>

USM Modem Use Policy
<http://www.usm.maine.edu/uct/modems/modempol.html>

Access UNET Account
<http://mail.maine.edu>

Computing Resources
<http://www.usm.maine.edu/computing/resources/index.htm>

HELP DESK MISSION STATEMENT

The purpose of the HELP!Desk is to provide computing support to the entire USM Community including staff, faculty and students. Our aim is to provide 100% customer satisfaction and have instituted many policies and procedures to attain this goal. When you call, you can be assured that your computing question will be dealt with professionally and courteously by the phone center staff. If we can't provide an immediate answer to your question it will be assigned to one of our highly skilled technicians who will then work with you to find the best possible solution.

Student Assistants at the Help Desk

Please be courteous to our Students working the Help Desk phones. Many of our students choose to work at the Help Desk because they would like to expand on their computer knowledge and want to gain the experience for use in their future employment. The students must take your information, i.e. name, extension, description of problem before they can assign your call to the appropriate specialist or second level technician. They appreciate your patience and are there to assist you.

Please Be Patient!

During high volume call periods and all of our coordinators are assisting other customers your call will be placed in a hold queue and will be answered in the order it was received. Please do not call the Logic Shop to have them pass on a message to the Help Desk. Thank you for your patience.

Telecom Work Order Request Form
http://www.usm.maine.edu/~telc/forms/form_servreq.htm

PeopleSoft
<http://www.maine.edu>, select PeopleSoft Access

The Logic Shop (Computer Sales)
<http://www.usm.maine.edu/computing/sales/>

