New to USM or Online Learning? Things to Know

Getting a USM ID Card
If you are on campus, visit the Campus Card Office, Upton Hall, Gorham or Telecommunications 4 Payson Smith, Portland. Open Monday – Friday 8:00 am – 4:30 pm., with extended hours during first week of the semester. You will need to provide identification (license or passport), complete a form, and have your photo taken. Your card will be ready in minutes.

If you are an online student and not able to come to campus, you will need to get a different type of USM card that can be used to access the Library. Resources and services for off-campus students are listed at the link below. See “Accessing the Library” for instructions.

Activating your UMaine System Account
(e-mail, logon access to MaineStreet and BlackBoard)
If you are new to the University of Maine System (UMS), you will need to activate your System account through the website at http://mail.maine.edu. (Choose Account Activation.)

To activate your account, you will need your Student Identification Number and your account Activation Key. If you have difficulty activating your e-mail account or need an Activation Key, please call Tech Support at 1-800-696-4357 or the USM HelpIDesk at 1-800-800-4USM x4029 or 207 780-4029, or e-mail helpdesk@usm.maine.edu http://www.usm.maine.edu/computing/helpdesk

Using Your UMS E-Mail Address
USM uses e-mail as the official and primary means of communication to all of its students, accepted and/or enrolled. In some cases, email may be the only form of communication. Official University-assigned e-mail accounts are created for all accepted and/or enrolled students usually in the form of FirstName.LastName@maine.edu. Students are responsible to read all information sent to them via their University-assigned e-mail account. The University has the right to expect that such communications will be received and read in a timely fashion. It is imperative that students understand that a majority of University information will be communicated to them via their University-assigned e-mail account. Activate your UMS e-mail account at http://mail.maine.edu. The complete Email Communication Policy can be found on-line at https://usm.maine.edu/doit/email-communication-policy

Accessing the Library
On Campus Students: If you are a USM student and already have a USM photo ID, you need to have the barcode linked to your library record. Library hours, phone numbers, and student services information are available on the USM Library’s webpage. http://usm.maine.edu/library
Reference Desks: Portland 780-4272; Gorham 780-5344; Lewiston-Auburn 753-6540

USM Distance Learning Library Services: https://usm.maine.edu/online/library-services
(Please note: The USM Card Office will issue library cards by this method if a student is taking ONLY online courses and has no other UMaine system campus affiliation and library card.)

The University of Southern Maine Libraries provides a full range of library services to students taking online classes. To access online resources students must have a USM ID card and be registered with the library. It may take several days for the library database to be updated with student info. It is important that students contact the USM Card Office for their ID card early in the semester.
MyUSM Portal
MyUSM is a community intranet web site designed to assist you with your daily tasks as a student. MyUSM provides access to functions, features, and links based on your role at the University and the permissions you have to access those resources.

When you login to MyUSM, you are automatically logged into other UMS applications such as GMail, Blackboard and MaineStreet. [http://usm.maine.edu/](http://usm.maine.edu/) click on “MyUSM”

Using MaineStreet
MaineStreet is your access to student records and registration. Follow the quick instructions below to get there.
1. Go to the USM homepage ([http://www.usm.maine.edu](http://www.usm.maine.edu)) and click on “MaineStreet."
2. Log in to MaineStreet. If you’ve never logged into MaineStreet or don’t know your ID and password, see the “Activating your UMaine System Account” section above.
3. Once in MaineStreet, you can search and register for classes, see your grades, pay your bill, etc. For a step-by-step instruction booklet, log on to MaineStreet and click on “Links to all student self-service training guides.”

Accessing your BlackBoard Account
Blackboard is used for most online courses and some face-to-face courses. You can access the course site at [www.courses.maine.edu](http://www.courses.maine.edu). After clicking on the login button, use your UMS User ID and password which must be activated before using. For questions about logging in as well as navigating around the course, consult the Blackboard Quick Guide, available at the login screen. If you continue to have login problems, please call Tech Support at 1-800-696-4357 or the USM Help!Desk at 207-780-4029, M-F, 8 AM - 4:30 PM.

For online video tutorials on Blackboard visit: [http://usm.maine.edu/online/tutorials](http://usm.maine.edu/online/tutorials)

How to Get Your Textbooks and Course Materials
Before your course starts, you can find out what your required textbooks are by going to the USM [Bookstore Website](http://www.usm.maine.edu) or visiting the bookstores in person. After online ordering pick-up is available at the USM Bookstore in Portland, Gorham, and LAC Library. Textbooks are available Payment options include cash, USM Card, VISA, MASTERCARD, DISCOVER CARD, and personal checks. A picture ID and your student ID number are required for check purchases. Used textbooks cost 30% less than new texts and are available for most courses. You can also now rent textbooks.

How to Order Textbooks: You may order by phone, e-mail or online. The cost of each order will include a shipping and handling fee determined by the total cost of your order.
- **USM Bookstores:** (Portland, LAC)
- **Telephone:** (207) 780-4070 Portland
- **Website:** [http://www.usm.maine.edu/books/](http://www.usm.maine.edu/books/)  **E-mail:** bookstore@usm.maine.edu

What You Need to Access Your Online Course
**Technology Requirements:** Check the requirements at the link below. Plug-ins and other viewers are also available at the link. [https://usm.maine.edu/online/computer-requirements](https://usm.maine.edu/online/computer-requirements)
Getting a Parking Permit
Some online and blended courses may require face-to-face meetings and the need to park on campus. Depending on how you were assessed fees for the course, you may have paid a transportation fee, which means you have already paid for your parking permit, but still need to get it for your vehicle. If you have no transportation fee and need to park on campus, you will need to have a day permit. Permits can be picked up or purchased at the USM Portland Parking Garage. Hours are 8:00 a.m. – 4:30 p.m., Monday – Friday, extended hours during first week of semester. You will need a copy of your vehicle registration. To receive a parking permit by mail, go to https://usm.maine.edu/police/parking-and-transportation and follow the instructions.

Payment for Classes
Once you register for classes your student account will be charged for tuition and fees. You may not receive a bill in the mail. Use your MaineStreet account to view and pay your semester bill. Typically registration charges are due the following times each semester:
- Summer: payment due mid-April
- Fall: payment due early August
- Spring: payment due early January
If you register after those times you are required to pay the same day as you register. For details about exact dates, payment options and pay plans visit: USM Student Accounts at https://usm.maine.edu/student-financial-services

Financial Resources for Students
Matriculated students (degree-seeking) are eligible to apply for federal financial aid, scholarships, and/or graduate assistantships if enrolled in six graduate credits in the semester in which you wish to pursue funds.
- FAFSA (Free Application to Federal Students Aid): http://www.fafsa.ed.gov/
- SEHD Scholarships and Graduate Assistantship Information: http://usm.maine.edu/sehd/financial-aid
- USM Scholarship Portal http://usm.maine.edu/scholarships

Storm Line and USM Alert
Stay on top of university closures by subscribing to USM Alert. In most cases, for weather closures decisions for day classes are made by 6:00am. For evening classes decisions are made by 2:00pm. (207) 780-4800 for Gorham and Portland campuses. For LAC call (207) 753-6595 http://www.usm.maine.edu/usmalert/

Useful USM Websites and Phone Numbers
MyUSM Portal: http://usm.maine.edu/ click on “MyUSM”
Computing: http://usm.maine.edu/computing/helpdesk
Directions to USM Campuses: http://usm.maine.edu/about/directions-and-parking
Registrar’s Office: (207) 780-5230, http://www.usm.maine.edu/reg/