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., extended hours during first week of semester. You will need to provide identification (license, passport); complete a form; 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. (FMI: http://usm.maine.edu/computing/networking/ums_accounts.jsp) Before a University of Maine System account can be used, it must be activated through the website at http://mail.maine.edu. (Choose **Account Activation**.) To activate your account, you will need your Student Identification Number (usually the same as your Social Security Number, without any dashes) 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 Help!Desk at 1-800-800-4USM x4029 or 207 780-4029, or e-mail helpdesk@usm.maine.edu

To view a video tutorial about how to activate your University e-mail account, visit: http://media.usm.maine.edu/~ctel/tutorials/act_email/act_email.html

Using Your UMS E-Mail Address

USM uses email 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 email 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 email 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 email account. Activate your UMS e-mail account at http://mail.maine.edu. The complete Email Communication Policy can be found on-line at http://usm.maine.edu/doit.

To view a video tutorial on how to forward your University e-mail account, visit: http://media.usm.maine.edu/~ctel/tutorials/forward_mail/forward_mail.htm

Accessing the Library

USM Library Services: http://library.usm.maine.edu/services/distanceed/index.html (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.

- Contact the USM Card Office at 207.780.5454

                        Or

- Email: lgrant@usm.maine.edu

Students need to provide their name, address and id number.

The card office will notify the library and access should be available within 3 days.

- Contact Casandra Fitzherbert at 207.780.4279 for remote access issues

                        Or

- Email: Casandra@usm.maine.edu

If you are a USM student and already have a USM photo ID, you need to have the barcode linked to your library record. If you have are uncertain whether or not your barcode is already linked, contract Casandra Fitzherbert, Casandra@usm.maine.edu

Students who have some other UMaine campus affiliation (Orono, Machias, Fort Kent, Augusta, Presque Isle, Farmington) or who register through University College in Augusta should contact Off-Campus Library services http://www.learn.maine.edu/ocls/ for library services in support of their online course.

Library hours, phone numbers, and "Student Services" information are available on the USM Library's webpage. http://library.usm.maine.edu/
Reference Desks: Portland 780-4272; Gorham 780-5344; Lewiston-Auburn 753-6540

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) and click on "Current Students"
Once in Current Students go to the "Academics" pull-down menu and choose "MaineStreet" and click on "GO."
2. Log in to MaineStreet. If you've never logged into MaineStreet or don't know what your ID and password see "Activating your UMaine System Account."
3. Once in MaineStreet, you can search and register for classes, see your grades, etc. For a step-by-step instruction booklet logon to MaineStreet and click on "Links to all student self-service training guides."

Accessing your BlackBoard Account

You can access the course site at 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.

An online video tutorial on how to login to Blackboard is available here:
http://media.usm.maine.edu/~ctel/tutorials/login/login.htm

How to Get Your Textbooks and Course Materials

Textbooks are available from the USM Portland campus bookstore or through the UM Augusta bookstore. 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.

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, Gorham, LAC)
Telephone: (207) 780-4070 or 1-800-800-4876 ext. 4070 Portland
Website: http://www.usm.maine.edu/books/
E-mail: bookstore@usm.maine.edu
Or
You may order from the University Bookstore at UMA
Telephone: 1-800-621-0083 or (207) 621-3467
Website: http://www.umabookstore.com

What You Need to Access Your Online Course

Technology Requirements: To access your online course, you will need a relatively new computer with an up-to-date web browser. Depending on individual course delivery methods, high speed internet access may be a requirement for your course in order to access many of the larger media files the course may use. You may need free media plug-ins such as QuickTime or Flash, or a software MP3 player. Your instructor may also require specific software to use for completing assignments, or require that assignments be submitted in certain file formats. Read your instructor's requirements carefully. There are rarely requirements that you purchase specific software on your own.

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. For a parking permit by mail, go to http://www.usm.maine.edu/police/permits.htm and follow the instructions.

Useful USM Websites and Phone Numbers

MaineStreet: https://peportal.maine.edu/psp/PAPRD89/EMPLOYEE/EMPL/h/?tab=PAPP_GUEST
BlackBoard: https://www.courses.maine.edu/
Computing: http://usm.maine.edu/computing/
Directions to USM Campuses: www.usm.maine.edu/police/directions.htm
Registrar's Office: (207) 780-5230, http://www.usm.maine.edu/reg/
Student Billing: (207) 780-5800, http://www.usm.maine.edu/buso/
Storm Line: (207) 780-4800 for Gorham and Portland campuses. For LAC call (207) 753-6595

For More Help

Go to Online@CEHD at http://www.usm.maine.edu/cehd/Online/index.htm and click on How-to Guides for Online Learning.