IT Information Packet

Welcome to the University of Mount Olive! Beginning college is an exciting time where you will be experiencing many new things in a short amount of time. We understand that technology can be overwhelming, so we have prepared this document to assist you in navigating our system.

Contacting IT for assistance

The IT department is located in the Communications building beside the computer lab. The hours of operation are:

Support: Monday – Friday 8 AM to 5 PM
Moodle: Monday - Thursday 1 PM to 10 PM
Friday 11 AM - 8 PM

Closed Weekends and Holidays

If you have an IT issue you need help with, please create a support ticket. The link is on the MYUMO page (https://myumo.umo.edu) under quick links labeled Support Ticket. (For a detailed explanation on how to create a support ticket, please refer to the section titled Creating a Support Ticket further down on this document)

You may also email support@umo.edu. Please be sure to include your UMO username and a contact phone number or a personal email address so we can contact you. You may call 919-658-7679 or extension 1347 from any on campus phone. If no one answers please leave a message to include a call back number. This will also generate a support ticket.

IT Services

The IT department offers free services for all students. We’re here to help with issues such as:

- Software installation
- Virus/Malware removal
- Hardware changes
- Technology-related advice
- Free Software (Microsoft Office and AVG antivirus)

Student Username and Password

Your username should have been provided to you. If not, your username is comprised of your initials followed by the last four digits of your student ID. For example:

John H. Doe with Student ID P000123456 would have a username of JHD3456.

All new student accounts have a default password that begins with MOC_ and ends with the last six digits of their student ID. For example:
John H. Doe with Student ID P000123456 would have a password of MOC_123456.

We strongly recommend all students change their passwords once they have successfully logged into MyUMO for the first time. To change your password, simply click on Password Self-Service from MyUMO. (For a detailed explanation on how to change your password, please refer to the section titled Password Self-Service further down on this document)
MyUMO

MyUMO (https://myumo.umo.edu) is the main hub for many of the services at the University Of Mount Olive. From this webpage you’ll be able to access almost everything you need on a day to day basis. The IT department strongly suggests all new students become familiar with MyUMO by exploring some of the many useful links such as:

- Moodle
- MyFinancialAid
- Support Tickets
- Self-Service
- Password Self-Service

You can begin by signing into MyUMO. Click on the Sign In button on the top right-hand corner of the screen.

You will be taken to the UMO LOGIN page.
From here, fill in your username and password and press LOG ON. You’ll now be prompted to fill in your Enrollment – Challenge Answers. You do not have to complete this step right now, but we strongly suggest you take the time to do so, as it will be very beneficial if your password should expire or be forgotten. If you do not wish to complete your challenge answers now press the Skip button. This will take you back to MyUMO. However, you may only skip challenge answers 5 times before you are forced to do it. So let’s take a minute and fill these out.

You will be given a choice of 10 questions, of which you only need to answer 3. The first 5 are listed on the first page and to go to the next 5 questions just press the green button.
Once you have answered enough questions press **Continue**.

You will next be prompted to input information regarding your mobile phone. If you forget your password you can request a temporary one-time password to log in. This one-time password can be sent via either text message or email. **Your mobile phone information is only necessary for password retrieval if you want to receive a temporary password via text message.** If you do not have a cell phone or would not like to receive a temporary password via text message you can click on the check box at the bottom that says **Permanently Suppress Reminders** and you won’t be asked for this information again.

![Enrollment - Mobile Phone Form](image)

If you would like to receive one-time passwords via text message simply fill out the **Country**, **Phone Number**, and **Phone Provider** fields and press **Continue**. If your carrier or country is not listed, this service cannot be utilized by your cell phone.

Next, you’ll be prompted to input an email address. Again, this email address is only necessary if you would like to receive one-time passwords sent to it. Please ensure you use a NON-UMO email address for this field. This should be a personal email account only you can access.
If you do not have a personal email address or would not like to receive a temporary password via email you can click on the check box at the bottom that says *Permanently Suppress Reminders* and you won’t be asked for this information again.
Password Self-Service

Password Self-Service is where you can manage your UMO password. From here you’ll be able to change your password, change your security challenge questions, or unlock your account if your password expires.

Once you log into MyUMO, click on Password Self-Service and you will be taken to an Account Management page where you can change your password and set up your security challenge questions.
To change your password, simply press **Change Now**.

You’ll be prompted to input your password again for security purposes.

Press **Continue** to proceed. You’ll now be prompted to input your new password and confirm it as well.
Passwords must be at least 8 characters long and include at least one of each of the following:

- Uppercase letter
- Lowercase letter
- Number
- One special character (!, @, #, $, %, etc.)

In addition, when changing your password, you may not repeat any of your previous five passwords.

Passwords expire every 90 days. In the event that your password expires and you are locked out of your account, you can unlock your account by using Password Self-Service.

Click on Password Self-Service. You will be taken to the UMO LOGIN page again. Click on Self Service.
You’ll be prompted to enter your username then press Continue.

Now you’ll choose Reset Forgotten Password and click Continue.

Choose your Authentication Type as 2 Challenge Answers.
You’ll then be able to answer the security challenge questions that you set up when you first logged into MyUMO. Ensure that you are typing in the answers exactly the same as when you originally answered them, as the system is case-sensitive.

Once you have answered the 2 questions press **Continue**. You will now be able to create a new password.
Creating a Support Ticket

To create a support ticket, click on Support Ticket on MyUMO.

You will be sent to the UMO Help Desk page where you’ll be asked to login. Use your normal UMO username/password.
You’ll be given a choice of a “workspace” to log into. Ensure you choose **Technology Support**

Choose *New Request.*

Now you’ll need to provide some information so we can best serve your needs. First, we’ll start with a **Subject.** Make this a broad statement like “My laptop won’t turn on” or “Cannot connect to wireless”.

Next, we’ll need some information to categorize your issue. For this example we’ll use the above subject “My laptop won’t turn on”. For **User Type** choose **Student.** For **Problem Type** choose **Hardware.** For **Category** choose **Computer.** For **Site** choose **Mount Olive.**
Next we’ll have to give a more in-depth description of the problem. Give us examples of the problems and when you first experienced them. Be sure to give us contact information if you prefer to be contacted that way (otherwise you’ll receive email updates on your issue).

If you have any screen shots or files you’d like to attach you can add them by clicking on **Attach Files**.

Browse to where your attachment is and select the file.

Once you have added all your attachments press **GO**.

Finally, press **SAVE** at the very bottom to create your support ticket.

You’ll see a summary of your support ticket created. It will show the Ticket Number, last edit date, and status, as well as a quick summary of the last note made on the ticket.
You will not have to come back to this page to keep up with your support ticket, as you will be emailed updates on the status of the ticket as we work on it. Any follow up information can be sent by responding directly to the emails you receive.

**Emergency Notifications**

To sign up for text notifications for emergencies, go to MYUMO (after you have signed in to MYUMO) and you will see the link *Emergency Notification*.

This will take you to a new website, e2Campus.
Click on **Create New Account**. You’ll have to fill out all of the fields on the next screen then choose which group you are a part of. By choosing your group, you’ll only receive notifications that are pertinent to you.

Then enter your phone number and select your carrier.
Choose your **Opt-Out Date**. This is when you will stop receiving notifications. You must check that you agree to the terms of service. If you so desire there is a link to where you can read them. Click on *create account*.

*Please note that e2Campus is not maintained by UMO and we have no control over their login systems. If you forget your password for this service please contact their support department at support@e2campus.com or by phone at 800-936-3525.*

**Wireless**

All students should use the UMO-Wireless network. When first connecting, you will be redirected to a login page where you’ll need to provide your UMO username and password.

If you need to connect a Smart TV or video game console to the wireless network you will need to create a **Support Ticket** with a subject line of “*Need to connect my console to wireless*”. In the support ticket description you will need to provide the device’s **MAC address**. A quick Google search will show you how to go about finding your MAC address.

Once you have received a response back from the IT department saying your video game console is approved you will connect to the wireless “**Console**” network. This has to be done for each video game console you want to connect to the wireless network.

Please **DO NOT** use any personal routers or wireless access points on campus. When these are detected the port they are connected to will be blocked from all internet access.
Free Microsoft Office 365

The University of Mount Olive offers all students a free copy of Microsoft Office 365. To receive your copy go to MyUMO (make sure you are signed in) and click on Office 365.

From the Microsoft website click on Find out if you’re eligible.

Get Office free from your school

Office 365 Education for Students is available for free to students who are enrolled at qualifying schools. Install Office on up to 5 PCs or Macs and on other mobile devices, including Android tablets, and Windows tablets.

Find out if you’re eligible
Enter in your student email address and press *Sign Up.*

Then check your student email for a confirmation email from Microsoft.

Click on the link *Complete Office 365 Education Signup* within the email to continue.

*Office 365*

**Finish signing up for Office 365 Education**

We received a request from *umo.edu* to sign up for Office 365 Education. To finish signing up, click this link:

*Complete Office 365 Education signup*
Complete the last form with your information and press **Start** at the bottom to continue.

Make sure you **UNCHECK** the two boxes in the bottom-right corner then click on **Install now**.
Email on your Phone

Android:

To configure the 'Email' app on an Android device for access to Gmail, just follow the steps below:

1. Enable IMAP in your Gmail settings.
2. Open the Email application.
3. Tap and the Settings
4. In the top corner, tap select Next to get started with setup.
5. Enter your full Gmail address (username@moc.edu) (yes it must be @moc.edu) and password, then select Next.
6. On the next screen, you can give the account a nickname and choose the name to display on your outgoing messages. Tap Done.

And you're done. You can verify your settings from the Inbox view by tapping , select Account and then scroll to Server settings.

Incoming settings
IMAP server: imap.gmail.com
Port: 993
Security type: SSL (always)

Outgoing settings
SMTP server: smtp.gmail.com
Port: 465
Security type: SSL (always)

IPhone:

To configure the 'Mail' app on an Apple device for access to Gmail, just follow these steps:

1. Make sure you've enabled IMAP in your main Gmail settings
2. Open the Settings app on your device
3. Tap Mail, Contacts, Calendars
4. Tap Add Account...
5. Tap Gmail
6. Enter your account information, being sure to use your full Gmail address 
(username@moc.edu) (yes it must be @moc.edu).

7. Tap Next

8. Tap Save