

# SUPPORT SERVICES

IT Services offers technical advice regarding the procurement of hardware, software, and ICT-related services. Academically priced software, including Microsoft, IBM SPSS and NVivo, can be purchased online.

[www.um.edu.mt/itservices/staff/software](http://www.um.edu.mt/itservices/staff/software)

You can make arrangements with IT Services staff to seek assistance with your office computer or laptop.

One-to-one meetings may be arranged by appointment to discuss issues or seek advice on the VLE, Turnitin, Web CMS, videoconferencing etc.

You are invited to make use of the following support services for your IT-related needs:

## Documentation

[www.um.edu.mt/itservices/help](http://www.um.edu.mt/itservices/help)

## Helpdesks

IT Services Building (Main Campus): +356 2340 4112

Faculty of Health Sciences

(Blk A1, Rm22, Mater Dei Hospital): +356 2340 1112

## Helpdesk Ticketing System

[helpdesk.itservices@um.edu.mt](mailto:helpdesk.itservices@um.edu.mt)

# USEFUL LINKS

eSIMS: [www.um.edu.mt/esims](http://www.um.edu.mt/esims)

VLE: [www.um.edu.mt/vle](http://www.um.edu.mt/vle)

Plagiarism Detection: [www.um.edu.mt/vle/pds](http://www.um.edu.mt/vle/pds)

Webmail: [www.um.edu.mt/webmail](http://www.um.edu.mt/webmail)

Google Apps: [www.um.edu.mt/gapps](http://www.um.edu.mt/gapps)

RefWorks: [www.um.edu.mt/library/refworks](http://www.um.edu.mt/library/refworks)

# NEW USERS

If you are not yet in possession of a UM IT Account, follow the instructions at:

[www.um.edu.mt/itservices/staff/new](http://www.um.edu.mt/itservices/staff/new)

The UM IT Account provides you with a University email address, access to IT facilities and services, and to other resources available on the University campus network.

The IT facilities and services are provided for academic purposes and University-related work, and are subject to University acceptable use policies.

# OPENING HOURS

The IT Services building is located near the entrance to Car Park 3, and is open from Monday to Friday as follows:

## 01 Oct - 15 Jun

Reception: 0800 - 1645hrs

Helpdesk: 0800 - 1830hrs

Open Access Areas: 0800 - 2000hrs

Visit the IT Services website for

Christmas & Easter recess opening hours.

## 16 Jun - 30 Sep

Reception, Helpdesk & Open Access: 0800 - 1300hrs

# CONTACT INFO

IT Services

University of Malta

Msida, MSD 2080, Malta

[itservices@um.edu.mt](mailto:itservices@um.edu.mt)

Phone: +356 2340 4100

[www.um.edu.mt/itservices](http://www.um.edu.mt/itservices)

# STAFF INFORMATION



## IT SERVICES



UNIVERSITY OF MALTA  
L-Università ta' Malta

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All staff qualify for a UM IT Account which gives them access to IT facilities and online services provided by the University of Malta. This brochure provides an overview of IT facilities and services for UM staff. For more information about what's on offer and how we can assist you, visit our website or contact us (see overleaf).

**EMAIL** All staff are allocated an email address for University-related communication. The University sends notices and other correspondence to this email address. It is therefore important to regularly monitor your University email.

>> [www.um.edu.mt/itservices/staff/email](http://www.um.edu.mt/itservices/staff/email)

## CALENDAR & COLLABORATION TOOLS

In addition to email, all staff with a UM IT Account will have access to integrated calendaring and collaboration tools which are provided through the UM Google Apps for Education suite. Google Calendar can be used to schedule meetings/events, set reminders, send invitations, and share any of these with others. Google Drive can be used to store, share and collaborate on documents online.

>> [www.um.edu.mt/itservices/gapps](http://www.um.edu.mt/itservices/gapps)

## WIRELESS HOTSPOTS

You can use your UM IT Account to connect your devices to the wireless hotspots at various buildings and open spaces. The University of Malta is a participating institution in the eduroam (education roaming) Wi-Fi service. When you are visiting another local or foreign eduroam participating institution you would be able to connect to their wireless network using your UM IT Account.

>> [www.um.edu.mt/itservices/staff/wireless](http://www.um.edu.mt/itservices/staff/wireless)

## VLE & PLAGIARISM DETECTION

IT Services maintains the University Virtual Learning Environment (VLE) based on the Moodle platform. The VLE provides a range of tools to support tutors and students with teaching and learning. Tutors can set up teaching materials and resources (e.g. course notes, reading lists, online articles, audio and video clips) on the VLE that can be accessed by students. The VLE supports communication and collaboration between tutors and students through the use of discussion boards and chat rooms. The VLE enables students to submit coursework online.

Plagiarism detection software (Turnitin) can be used to scan students' coursework and dissertations for potential plagiarism.

>> [www.um.edu.mt/vle](http://www.um.edu.mt/vle)

>> [www.um.edu.mt/vle/pds](http://www.um.edu.mt/vle/pds)

**TRAINING** IT Services organises training courses to assist staff with the use of the Virtual Learning Environment (Moodle)\*, Plagiarism Detection Software (Turnitin)\*, Web Content Management System\*, Google Apps for Education\*, and Quantitative Data Analysis Software (IBM SPSS).

\*These training workshops are offered at no cost.

>> [www.um.edu.mt/itservices/staff/courses](http://www.um.edu.mt/itservices/staff/courses)

**WEB HOSTING** IT Services offers hosting of departmental, project and staff websites. The University website, including departmental websites, is maintained through a Web Content Management System (CMS). Staff can set up their personal staff website using the Web CMS. IT Services offers technical advice on the setting up of project and event websites.

>> [www.um.edu.mt/itservices/staff/web](http://www.um.edu.mt/itservices/staff/web)

## TRAINING ROOMS & VIDEOCONFERENCING

IT Services has computer training rooms which can be booked by staff/departments for University-related teaching/training. Videoconferencing facilities can be booked for University-related work, such as lectures, meetings & conferences with remote sites, or research reviews and assessment of students by external examiners.

>> [www.um.edu.mt/itservices/staff/trainingrooms](http://www.um.edu.mt/itservices/staff/trainingrooms)

>> [www.um.edu.mt/itservices/staff/videoconferencing](http://www.um.edu.mt/itservices/staff/videoconferencing)

**LAPTOP LOANS** Short-term laptop loans for staff are available from IT Services. The laptops have standard software (MS Office, IBM SPSS, Adobe software etc.) and support wireless connections.

>> [www.um.edu.mt/itservices/staff/laptops](http://www.um.edu.mt/itservices/staff/laptops)

## PRINTING & SCANNING

Black & white and colour laser printers are widely available in open access areas for use by students and staff. Wide format printing up to A0 and A4/A3 scanning facilities are also available.

>> [www.um.edu.mt/itservices/staff/printing](http://www.um.edu.mt/itservices/staff/printing)

>> [www.um.edu.mt/itservices/staff/scanning](http://www.um.edu.mt/itservices/staff/scanning)

