



L-Università  
ta' Malta



# IT Services

**IT Services Student Information**

## FACILITIES AND SERVICES

### UM IT Account

The UM IT Account provides you with access to a range of IT facilities and services including your University email address. Activate your UM IT Account at: [um.edu.mt/itservices/activate](https://um.edu.mt/itservices/activate)

### My UM app

My UM is the official University of Malta app (available for Android and iOS devices), which features key information and access to various services such as your results, campus map, eSIMS, library and VLE.

[um.edu.mt/myum](https://um.edu.mt/myum)

### eduroam Wi-Fi

eduroam Wi-Fi service is available to connect your personal devices throughout the University and other local and foreign institutions (participating in eduroam) using your UM IT Account.

[um.edu.mt/itservices/wireless](https://um.edu.mt/itservices/wireless)

### Workstations

IT Services computers (Windows and Mac) for individual and group study are available in various open access areas across the campus, including:

- ⌕ IT Services
- ⌕ Health Sciences Library (Mater Dei)
- ⌕ Library
- ⌕ Faculty of Media and Knowledge Sciences (Mac computers)

[um.edu.mt/itservices/workstations](https://um.edu.mt/itservices/workstations)

### Printing and scanning

Laser printing (colour or black and white) is available in open access areas on a self-service basis using printing credits (which you can purchase online). Wide-format printing (A0) and scanning facilities are also available. [um.edu.mt/itservices/printing](https://um.edu.mt/itservices/printing) | [um.edu.mt/itservices/scanning](https://um.edu.mt/itservices/scanning)

### Google Suite



Gmail



Calendar



Drive



Chat



Meet

[um.edu.mt/itservices/gsuite](https://um.edu.mt/itservices/gsuite)

### VLE (Moodle)

Provides access to study material, resources, lecture recordings (Panopto) and virtual classroom software (Zoom). Plagiarism detection software (Turnitin) may be used to scan your coursework and dissertation for potential plagiarism: [um.edu.mt/itservices/vle](https://um.edu.mt/itservices/vle)

### Software

IT Services provides software (e.g. IBM SPSS, Microsoft, NVivo, ArcGIS, Autodesk) for academic-related purposes. Some software is available against a fee: [um.edu.mt/itservices/software](https://um.edu.mt/itservices/software)

### Training Courses

- ⌕ Turnitin (Plagiarism Detection)
- ⌕ IBM SPSS (Data Analysis)

[um.edu.mt/itservices/courses](https://um.edu.mt/itservices/courses)

More detailed information at:

[um.edu.mt/itservices/students](https://um.edu.mt/itservices/students)

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



## ORIENTATION TOURS

At the start of each semester, freshers are invited to attend a guided tour of the IT Services building, which also includes an overview of various IT facilities and services. To attend, register online.

▼ [um.edu/itservices/orientation](https://um.edu/itservices/orientation)

## IT SERVICE DESK

The IT Service Desk is your primary point of contact to report IT-related issues, seek further information about our services and find our self-help guides.

▼ [um.edu/itservices/help](https://um.edu/itservices/help)

IT Services Building: Room 21, Main Campus | +356 2340 4112

Faculty of Health Sciences: Block A1, Room 22, Mater Dei Hospital | +356 2340 1112

## USEFUL LINKS

Mail: [um.edu/mt/mail](https://um.edu/mt/mail)

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

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

Turnitin: [um.edu/mt/vle/pds](https://um.edu/mt/vle/pds)

Google Suite: [um.edu/mt/gsuite](https://um.edu/mt/gsuite)

RefWorks: [um.edu/mt/refworks](https://um.edu/mt/refworks)

Manage UM IT Account:  
[um.edu/mt/login](https://um.edu/mt/login)

My UM App: [um.edu/mt/myum](https://um.edu/mt/myum)

## FIND US

The IT Services Building is found next to the entrance to Car Park 3 (no. 34 on map).



## UNIVERSITY OF MALTA

The University of Malta traces its origins to the founding of the Collegium Melitense which was set up in 1592. Today, it hosts over 11,000 students following full-time and part-time degree and diploma courses. The University of Malta is the highest teaching institution in Malta. It is publicly funded and its structures are in line with the Bologna Process and the European Higher Education Area. It strives to provide courses that are relevant to contemporary needs of the industry and employers.

## IT SERVICES

IT Services manages the University's IT infrastructure and supports the teaching, learning, research and public engagement activities of the University through efficient and effective use of information and communication technologies.

### Opening Hours - Academic Year 2020/21

Open Monday to Friday (*excluding public holidays*)

#### 01 October 2020 - 09 October 2020

Reception & Helpdesk: 08:00 - 17:00

#### 12 October 2020 - 15 June 2021

Reception: 08:00 - 17:00

Helpdesk: 08:00 - 18:30

Open Access Areas: 08:00 - 20:00

*Refer to website for Christmas /Easter recess opening hours*

#### 16 June - 24 September 2021

Reception, Helpdesk and Open Access Areas: 08:00 - 13:00



**L-Universit   
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## IT SERVICES

University of Malta  
Msida MSD 2080

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

☎ +356 2340 4100/4112

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

f [/umitservices](https://www.facebook.com/umitservices)

🐦 [@umitservices](https://twitter.com/umitservices)