

IT Training Resources

see also [Technology Support Home](#)

This page will be perpetually expanded and updated. If you can't find what you are looking for, or think something needs to be here, contact the IT Training Coordinator at ittraining@maine.edu

Upcoming Webinars:					
The "New" Gmail Features <i>Live sessions:</i>	Gmail Tips & Tricks <i>Live sessions:</i>	Getting Started with ZOOM <i>Live sessions:</i>	Google Forms <i>Live sessions:</i>	Getting Started with Kaltura <i>Live sessions:</i>	Google Calendar Tips <i>Live sessions:</i>

Topics (in alphabetical order):

Accessibility

Accessibility Checker see <i>Microsoft Office 2016</i>	Website Accessibility
Accessibility Standards	Why Accessibility?

[Adobe Acrobat X](#) [User Guide](#)

[Adobe Acrobat XI](#) [User Guide](#)

[Adobe CONNECT](#) (see *Connect*) ****Note: this app will be discontinued as of Dec 2018**

[Moving Adobe Connect recordings to Kaltura](#)
Atomic Learning (aka Hoonuit) *Jan 2018** This is now a part of UMS Academy, and is accessed from the Launchpad of the portal (mycampus.maine.edu)***



Note: this site utilizes 3rd party cookies, which must be enabled in your browser to afford a seamless use. See [Cookies](#) (below).

Blackboard [Getting Started with Blackboard](#)

Blackboard Connect

Getting Started with Blackboard Connect	Send a Message	Create a Message Template
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Blackboard Organizations

Request a Blackboard Organization	How to Access a Blackboard Organization	Enroll Users
Start a discussion thread (Forum)	Deposit documents in your Organization	Send email from within your Organization

Box.com [Box Help](#)

Cache [how to clear](#) (Chrome, Internet Explorer, Firefox, Safari)

Camtasia

Camtasia Studio 8.5 Help	Record, Edit, Share	Transitions & Annotations
Produce & Share	Animations & Effects	Editing Audio
Camtasia 2018, 9 for Windows, 3 for Mac TUTORIALS		

Cookies [Change your cookie settings](#)

Concur [Get Started with Concur](#) [Introduction to Concur for Staff](#)

Confluence



CONNECT (Adobe) (aka meet.maine.edu) ****Note: this app will be discontinued as of Dec 2018**

Moving Adobe Connect recordings to Kaltura	Get a Connect Host account	Getting Started with Adobe CONNECT
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Eduroam [Eduroam Onboarding Process](#)

Ergonomics

USM: VDT Training	UMS: Basic Safety Training		
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Email

25 Tips for Perfecting Your E-mail Etiquette
Sending BulkMail (email)
Notes on Administrative Bulk Email

FirstClass Migration

Migrating Contacts	Migrating FirstClass Calendar	Migrating Email
Migrating Files (documents)	FirstClass Conferences to Google Groups	Forwarding your FirstClass Email to a different account
Moving FirstClass Folders - caveat		Compiled FirstClass Migration documents for printing
Video Help		
Disable & Add Gmail Forwarding		
FirstClass Forwarding and AutoReply		
FirstClass Alternative Options		
Importing FirstClass Calendar to Google Calendar		
Importing FirstClass Contacts		
Importing FirstClass Email into Gmail		
Transferring FC Files to Box.com		
Transferring FC Files to Google Drive		

Google "New" Gmail Tips June 2018

New Gmail Features Webinar (recordings)
(from July 10, 2018)

https://video.maine.edu/media/New+Gmail1/1_r93xlz98

(from July 19, 2018)

https://video.maine.edu/media/New+Gmail2+webinar/1_osayj7kv/85027501

(from Aug 1, 2018)

https://video.maine.edu/media/New+Gmail+3/1_nvgh0um/85027501

(from Aug 10, 2018)

https://video.maine.edu/media/New+Gmail+4/1_juf5ilbt/85027501

(from Aug 21, 2018)

https://video.maine.edu/media/New+Gmail+5/1_4tvydq16/85027501

(from Sept 13, 2018)

https://video.maine.edu/media/New+Gmail+6/1_wlckmaq/85027501

Contacts	Calendar	Gmail
Consolidating/updating Contacts	Set up calendar delegation	Where do I access my maine.edu Gmail?
Deleting Contacts	Perform a Busy Search	Searches in Gmail
Create a Contact Group	Add a meeting to your calendar	Keyboard Shortcuts for Gmail
Remove individuals from a Contact Group	Archiving messages in Gmail	Change my Email Forwarding
Add or Delete Contacts	Invite people to a meeting	Create a vacation rule
Send someone your Contact Group(s)	Create and Share a new calendar	Add or Save Attachments

	Add a video call to a meeting	Add an additional email account/Send mail FROM other account
	10/2017 GSuite's NEW Calendar Interface	Canned Responses (templates)
Organizing your Mailbox	Google Groups	Add a signature
Decide whether to Delete or Archive in Gmail	Google Group or Listserv?	Block email from a known address
Create a filter for incoming mail	Using Google Groups	How to Set Gmail as Your Browser's Default Email Client for Mailto Links
Filter your forwarded email		Macintosh - Make Gmail the default mail app in Safari, Chrome, and Firefox
Using Labels to organize your email		Why can't I use Read Receipts?
Delegate access to your email or an AUX ACCOUNT		Show expanded date and time in Inbox (Chrome Add-on)
		Move email to another account (maine.edu to gmail.com)
Other	Hangouts/Meet	Google Communities
Adding Gmail to your Android device	Keyboard Shortcuts for Hangouts (Windows or Mac)	Creating a Google Community
Google Drive	Start a hangout	Google Classroom
Using Google Forms	Schedule a meeting with a Hangout	Getting Started
8 Ways to Find Almost Anything in Google Drive	Get Started with Google Meet	Google Sites
Tips for Sharing Files and Folders		Getting Started
Google Drive FileStream		
Force Copy when sharing a doc		
What can I store in Google Drive (file size and type)?		

Gmail Training Videos

Shared Email folders (aka Google Groups)	https://meet.maine.edu/p3ldqrztk0/
Google Calendars	https://meet.maine.edu/p9u46cu83m4/
Changing my email forwarding	https://meet.maine.edu/p9mbfp27d0j/
GoogleEDU Overview	https://meet.maine.edu/p6gj6bybpw1/
Starting with Google+	https://meet.maine.edu/p1fec5sf8fw/
Google Hangouts	https://meet.maine.edu/p2lxnee8ig5/
Google Document Sharing	https://meet.maine.edu/p5r0dz6haw8/

HipChat

HipChat Settings	HipChat Tips and Tricks
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Hoonuit (aka Atomic Learning) ***Jan 2018** This is now a part of UMS Academy, and is accessed from the Launchpad of the portal ([mycampus](#)*



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ImageNow (also known as Perceptive Content)

Upgrade to 7.1.5	Client Download	Getting Started
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IP Phones

IP Phone Tutorials (videos)	IP Phone Documentation (printable)
IP Phone 6945 Basic Features	Not Sure Which Phone You Have? Click Here!
IP Phone 8961 Basic Features	6945 & 8961 VoiceMail Brochure
CISCO IP Phone Agent Desktop	IP Phone 6945 Basics
How to Place a Call	IP Phone 6945 Calls, VoiceMail, Password
How to Answer an Incoming Call	6945 Quick Reference Guide
How to Put a Call on Hold	8961 Quick Reference Guide
How to Forward Calls	IP Phone 8961 Call, VoiceMail, Password
How to Transfer a Call	Model 6945 CheatSheet
How to Conference a Call	Model 8961 CheatSheet
Setting Up VoiceMail	
Accessing VoiceMail	

IP Phones at UM (models 8945 and 8961)

Kaltura

Getting Started	Student Guide to Using Kaltura on Blackboard	Getting Started with Kaltura Webinar (recording)
	Using Kaltura Capture	

Listserv:

Requesting a new list (LISTSERV) via LISTS.MAINE.EDU	Joining (subscribing to) a List	Google Group or Listserv?
New List Owners Instructions	List Owner Responsibilities	List Management in 3 Easy Steps
Bulk Subscriber Management Process	Form for LIST request	

IT Lunch&Learn 2018 Sessions [Schedule and Descriptions](#) [Google Calendar Link](#)

MaineStreet: visit Strategic Procurement's [Webinar Channel](#)

Strategic Procurement's [This Week's webinars](#)

	Customizing MaineStreet
	Excel Downloads workarounds
	Queries (CS, FIN, HR)
Campus Solutions	Campus Solutions
	Entering Grades
	Activity Guides
	Related Content
	Peoplesoft Printing
	WorkCenters
Concur	Introduction to Concur for Staff
Financials	Financials

MarketPlace	MarketPlace
	Essentials for Shoppers
	Introduction to MaineStreet MarketPlace
	Tips & Tricks in MarketPlace

Microsoft Office 2016:

(print) [What's new?](#) (video) [Why You Should Upgrade to Office 2016](#)

[Add Accessibility Checker to the Quick Access ToolBar](#)

[Add Accessibility Checker to the Ribbon](#)

Microsoft Office 2013: Word, Excel, PowerPoint, Access, MailMerge, Table Tricks & Tips, Integrating Office Files

LearnIT Projects	WordA	https://meet.maine.edu/p83q925lz9f/
	WordB	https://meet.maine.edu/p2q6s4h4vzm/
	WordC	https://meet.maine.edu/p806n4jt7rk/
SnipITs	MSWord: Table Tricks & Tips	https://meet.maine.edu/p81lop9x5th/
	MS MailMerge & Google MailMerge	https://meet.maine.edu/p75p79t0wua/
LearnIT Projects	ExcelA	https://meet.maine.edu/p2ncoz1xngt/
	ExcelB	https://meet.maine.edu/p1xtwmq5xr5/
	ExcelC	https://meet.maine.edu/p5p8l0ecw25/
LearnIT Project	Integrating Office	https://meet.maine.edu/p5h32ygy5n4/
LearnIT Projects	PowerPointA	https://meet.maine.edu/p9ce4ntdrff/
	PowerPointB	https://meet.maine.edu/p1vckvkqvii/

[Microsoft Office 2013 Overview \(Panopto\)](#)

[Microsoft Office Word 2013 \(Panopto\)](#)

Microsoft Office 365: [Getting Started](#)

Perceptive Content (see *Image Now*)

PowerPoint in ZOOM – see *ZOOM*

Printers [Canon](#)

Security: <https://mycampus.maine.edu/group/mycampus/iso-training-and-services>

Service Catalog [UMS IT Services](#)

Tempest: [Connecting to UMS Wireless Network \(Tempest\)](#)

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USM VoiceMail <https://usm.maine.edu/telc/voice-mail>

WebCMS [User Documentation](#)

Wifi: see *Tempest* or *Eduroam*

Windows 7: [Windows 7 Desktop Overview](#) [Windows 7 Start Menu Overview](#) [Windows 7 Taskbar Overview](#)

Windows 10: [Differences between Win 7 and Win 10 for the New User](#)

[Find my file storage](#)

[Start Menu features](#)

[Find Printers and Devices](#)

[Set up a screen saver](#)

Change my wallpaper	Change my display settings	Uninstall a program	Install printers
Input a copier code	Change my power options	Connect to a projector	Software Center (install apps)

Windows Presentation Mode [Presentation Mode](#)

UTSC: [University Tech Support Center Home Page](#)

ZOOM:

UMS Resources page	Getting Started	Zoom Video Tutorials	Using PowerPoint in a ZOOM mtg	<p>Getting Started with ZOOM webinar (recordings)</p> <p>(from Aug 7, 2018) https://video.maine.edu/media/Getting+Started+with+ZOOM1/1_w55pd8f1/85027501</p> <p>(from Aug 23, 2018) https://video.maine.edu/media/Getting+Started+with+Zoom2/1_8nhpngcp/85027501</p> <p>(from Sept 12, 2018) https://video.maine.edu/media/Getting+Started+with+Zoom+3/1_qmgle2oy/85027501</p>
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Contact ittraining@maine.edu