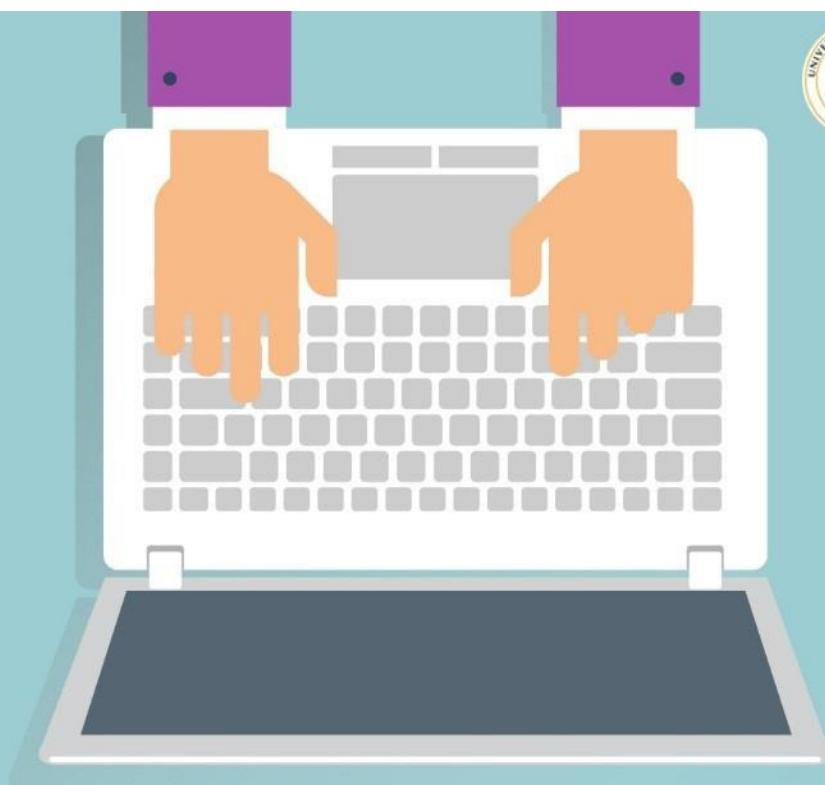




澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU



2019/2020

Student Edition

IT Facilities and Services Handbook

Information and Communication Technology Office



Preface

Welcome to the University of Macau! The Information and Communication Technology Office has prepared this handbook to introduce information about our facilities and services. It introduces the user accounts, IT systems and services that you are going to use. In addition, it introduces our facilities location and operation, the rules and guidelines on using these facilities and services.

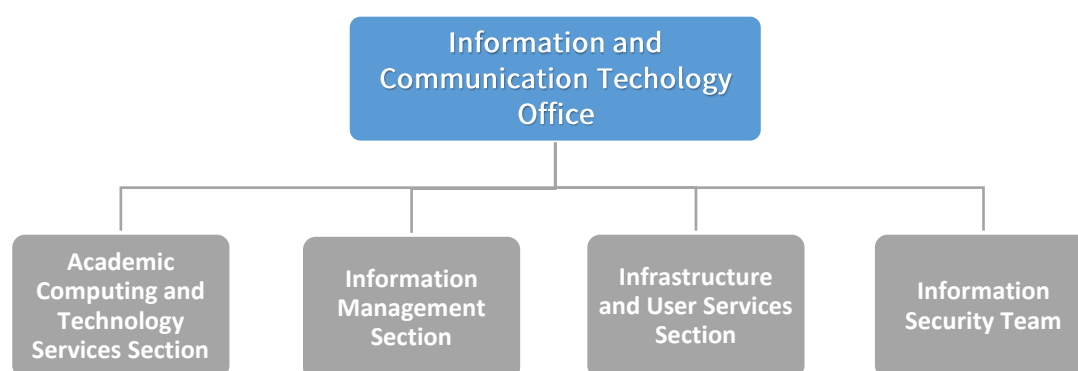
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1. About The Information and Communication Technology Office

The Information and Communication Technology Office (ICTO), located in Administration Building and Central Teaching Building, provides general computing services to all staff and students of the University. The Office is organized to serve three main sections and one team:



Academic Computing and Technology Services Section (ACTS) Missions

- To provide information technology (IT) facilities for general teaching, learning and research activities;
- To explore and promote the use of most suitable IT in the University;
- To adopt or develop IT systems that facilitate the management of teaching and living facilities in campus.

Information Management Section (IMS) Missions

- Provision of the development of the University core administrative information systems;
- Provision of the application and technical support services for the University core administrative functions;
- Maintenance of the infrastructure of core administrative information systems.

Infrastructure and User Services Section (IUS) Missions

- To provide IT and communication infrastructure for the University;
- To provide general office IT facilities and support service.

Information Security Team (IST) Missions

- To provide guidance and advice for members of the University regarding information security at the University.

2. ICTO Help Desk and Facilities


ICTO Help Desk

ICTO Help Desk is situated at Room 2085, 2nd floor of Central Teaching Building E5. It provides general technical support for all UM students and staff.



Location	Room 2085, 2/F, Central Teaching Building E5
Campus Map	Click Here 
Tel	8822 8600
Email	icto.helpdesk@um.edu.mo
Service Hours	<u>Monday to Thursday</u> 09:00 to 13:00 and 14:00 to 17:45 <u>Friday</u> 09:00 to 13:00 pm and 14:00 pm to 17:30 <u>Saturday, Sunday and Public Holidays</u> Closed

For further information related to IT services about ICTO, please visit ICTO webpage.

Website	https://icto.um.edu.mo/
QR Code	

Learning Commons Service Counter

ICTO service counter in CTB E6 Learning Commons provides notebook computer and personal multimedia computer room on loan service, self-service printing service and basic support such as solving printing and UM Wireless configuration problems.

Location	Room G111h, Central Teaching Building E6
Service Hours	Monday to Friday: 09:15 - 12:50 and 14:15 – 16:50 Saturday, Sunday and Public Holidays: Closed

Notebook Equipment for Loan

Notebook computer loan service provides an alternative way to access our campus network and services. During service hours, students can borrow and return the notebook at service counter. Valid UM campus card and contact information should be presented for borrowing notebook. Each student can borrow one notebook computer at one time and should be returned to the service counter on the same day during service hours.

Fast Access Computer

Several Fast Access Computers had been setup on G/F and 1/F of Learning Commons for the student to print out their document by using Follow-You Printing service.

Personal Multimedia Computer Room

There are 5 Personal Multimedia Computer Rooms on the first floor of Learning Commons in Central Teaching Building (E6). Each room is equipped with professional software and hardware. Student can edit and do the post-production on multimedia as well as output them into computer and Internet playable format. The rooms can be booked at Learning Commons Service Counter during service hours. Student must present valid UM campus card with contact information. Each student can book for one room at a time.

Location	Room 1091d-h, 1/F, Central Teaching Building E6
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Computer Rooms

There are 6 computer rooms under the management of ICTO for academic use.


Computer Rooms	E6-2092	E6-2093	E6-2095	E6-3092	E6-3093	E6-3094
Location	2/F, Central Teaching Building E6			3/F, Central Teaching Building E6		
Opening Hours	<u>Monday to Saturday</u> 07:30 - 24:00 <u>Sunday and Public Holidays</u> Closed			<u>Monday to Sunday</u> Open 24 hours (Open on public holidays)		

Notes

- The rooms run unattended during non-office hours.
- For security reasons and preventing the abuse of computer rooms' facilities, computer rooms are set up with access control system. Users must use their valid campus card to enter the computer rooms.
- Food, beverage, and non-academic activities are prohibited at computer rooms.
- For emergency, please contact Security and Transport Section (Tel: 8822 4000) for assistance.
- For up to date opening hours, please refer to ICTO webpage.

Computer Availability at ICTO Computer Rooms

Student can check the available computer in ICTO computer rooms with the following webpage.

Webpage	https://computerroom.icto.um.edu.mo (Using Chrome or Firefox is recommended)
QR Code	

Virtual Computer Room

Virtual Computer Room provides a virtual computing environment for teaching and learning purposes. It allows students and staff to access the specialized software on their own personal computer or mobile device remotely. The service is available 24 hours a day, 7 days a week.

Webpage	https://vdesktop.umac.mo/
QR Code	

3. User Identity

User Account

New students will receive a set of computer user accounts (known as UMPASS), initial password and email address information after confirm pursuing degree in the University through online registration. UMPASS for new student will be given to undergraduate students by Registry or postgraduate students by Graduate School. Students can use the account for the following services:

File Sharing and Printing Service

- For using PC applications, printing and home directory services

SSL VPN

- For accessing UM intranet resources securely when away from UM campus

Student Webmail

- For receiving and sending emails

UNIX System

- Support to teaching and learning that requires Linux platform

eLearning

- For online education system

UM Wireless LAN and Wired LAN

- For connection to campus network

myUM Portal

- For accessing to a list of web-based information services

User Account Format

The User ID of a student is formed by 7 digits of his/her student ID without the hyphen and last digit.

Example:

Student Number: B-B8-1234-5

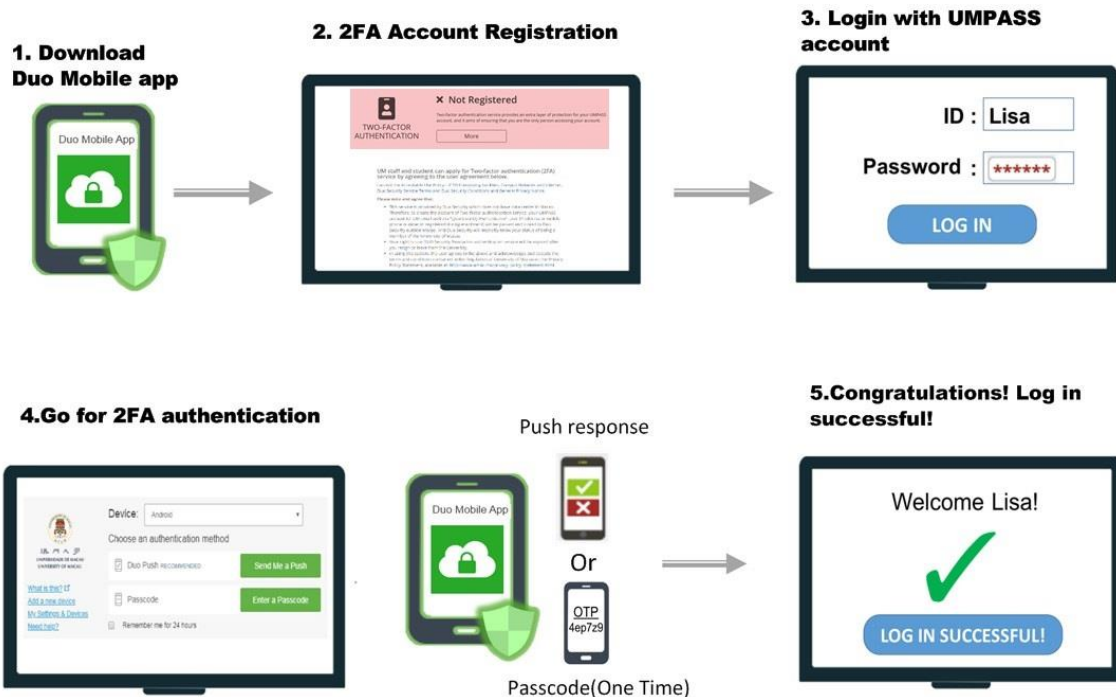
User ID: bb81234

Change Password

Anyone who knows your password can access your account, email, data, files and services exclusive to you, so you are highly recommended to change the initial password immediately and keep it strictly confidential. Students can change the password via the relevant ICTO information webpage at <https://account.icto.umac.mo/>.

Two-factor Authentication (2FA) service

Two-factor authentication provides an extra layer of protection for your UMPASS account, with the aim of ensuring that you are the only person accessing your account.



Two-factor authentication can:

- Reduce account security issues caused by phishing or malicious programs
- Minimize the risk of account theft
- Protect your personal and the university's data by adding authentication factors

Systems protected by 2FA, including but not limited to:

- General IT Systems
- Student Information System
- Human Resources Management System
- Financial Information System
- General Business Applications

When should I need 2FA?

At present, staff and students are using the traditional authentication method of user name and password. Therefore, it may result in some network security accident if the user's password is attacked or stolen in some cases. Using the traditional authentication methods to access most internal resources like e-mail, student information system and human resources management system, etc., the security and safety of user account is very important.

With 2FA, you can secure access to your system and data, no matter on any device from anywhere. 2FA trusted access solution creates trust in users' login authentication as well as devices and the applications access. As a result, it reduces the risk of a data breach and ensures trusted access to sensitive data.

Users can find more information and the application procedures through ICTO's 2FA web page.

Web page	https://icto.um.edu.mo/information-security/two-factor-authentication-2fa
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UM Campus Card

UM Campus Card is a contactless smart card which contains a highly secure chip based on open global standards for RF interface and cryptographic methods. It can support multi-applications with fast and secure data transmission. UM Campus Card is issued to students by Registry or Graduate School. Student name, photo, student number, library card ID and valid date are printed on the card. Some data such as name, IDs, etc. are stored on the embedded microprocessor chip. In addition to being an identification card, the UM campus card can serve as a facility access card, a Library Card, an Electronic Purse and a residential college dining card, etc.

Front of Campus Card



The front of the UM Campus Card is blue and white. It features the University of Macau logo and name in Chinese and English. The cardholder's name is printed in Chinese (陳大文) and English (CHAN TAI MAN). The student number is Z-B4-0321-1. The valid date is 09/2018. A QR code is located on the right side. The cardholder's photo is in the top right corner. The cardholder's type is 學生 | STUDENT.

1. Student Chinese Name
2. Student English/ Portuguese Name
3. Student Number
4. Expiry Date
5. Holder Type
6. Student Picture
7. Library Card ID

Back of Campus Card



The back of the UM Campus Card is dark blue. It contains a disclaimer in Chinese, Portuguese, and English, stating that the card is the property of the University of Macau and should be returned if found. The website www.umac.mo is printed at the bottom right. The card number 201301 is printed at the bottom left.

4. IT Systems and Services

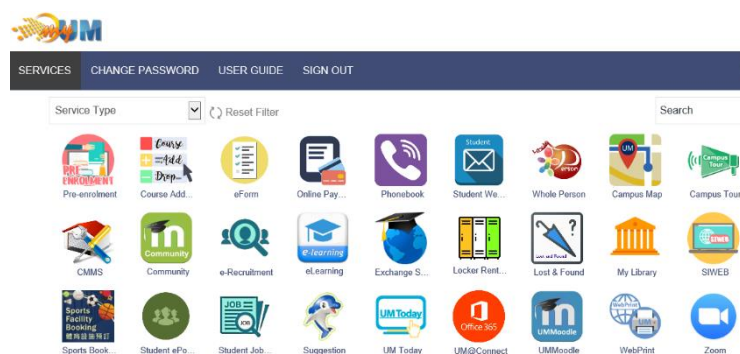
myUM Portal

Student can login to myUM Portal with your UMPASS to use a list of web-based information services.



Which include:

- Student Information Web Services (SIWeb)
- Pre-Enrolment (For Bachelor's Degree Programmes)
- Course Add/Drop (For Bachelor's Degree Programmes)
- Email
- Locker Rental Service
- Whole Person Development Award Program
- Resource Booking
- Sports Facilities Booking System
- Online Payment Service
- Suggestion Scheme



Student Email Service

There are two types of email accounts for new students:

1) **On-premises student webmail:** it is created for each student by default.

- Provided by ICTO;
- Account quota is 100MB;
- Will be deactivated after you graduated or left the University;
- Login: <https://webmail.um.edu.mo> -> click "Student Webmail"

2) **UM@Connect lifelong email service:** it is opened for your application, please apply at <https://account.icto.um.edu.mo>.

- Provided by Microsoft;
- Account quota is 50GB;
- Will be still valid after you graduated or left the University;
- *Allowed to apply a customized email alias*;*
- Login: <https://webmail.um.edu.mo> -> click "UM@Connect"

Email Address & Alias:

User ID: bb81234

Email address:


bb81234@um.edu.mo

bb81234@connect.um.edu.mo (UM@Connect)

Email Alias:

*johnny.ho@connect.um.edu.mo (UM@Connect, customized email alias)**

Accessing Emails Service by Using Web Browser:



Webpage	https://webmail.um.edu.mo
QR Code	

At the webpage, if you have applied UM@Connect, please select "UM@Connect". If you have not applied, please select "Student Webmail".

** the students who have applied UM@Connect would be allowed to apply one customized email alias besides the default one bb81234@connect.um.edu.mo. Please login to <https://account.icto.umac.mo> for more details.*

Accessing Emails from Mobile Device



If you have applied UM@Connect, please follow the steps below to setup built-in email app in iPhone / Android devices to receive emails.

iPhone / iPad	Android
https://faq.icto.um.edu.mo/?p=24599	https://faq.icto.um.edu.mo/?p=24566
	

If you did not apply UM@Connect, you can use the on-premises student webmail with the web browser on mobile device.

Other Important Notes

1. For more details of UM@Connect lifelong email service, please refer to ICTO Knowledge Base:
<https://faq.icto.um.edu.mo/category/student-mail/umconnect/>.
2. For more details of On-premises student email service, please refer to ICTO Knowledge Base:
<https://faq.icto.um.edu.mo/category/student-mail/on-premises-student-webmail-service/>.
3. If students have applied UM@Connect, they are entitled to download and install Office 365 ProPlus including Word, Excel, PowerPoint, etc. (Remark: Student can use the software until they are graduated will be expired after you graduated or left the University.)

UM@Connect registration page	Login page
https://account.icto.umac.mo	https://webmail.um.edu.mo
	

eLearning

The following systems are provided to staff and students to facilitate teaching and learning:

UMMoodle

It provides a space for teachers to post teaching materials and conduct online activities. Students can have self-learning, online testing, and lecture discussions, submit assignments and check their learning progress.

Webpage	https://ummoodle.um.edu.mo
QR Code	

ePortfolio

It is a web system that allows users to record and share evidence of learning. It provides functions of blogs, social networking and learning records.

Webpage	https://eportfolio.um.edu.mo
QR Code	

Community

It provides various activity modules for assisting users in managing attendance records for student activities and facilitating information sharing for academic research projects.

Webpage	https://community.um.edu.mo
QR Code	

For more information, please visit:

Webpage	https://elearning.um.edu.mo
QR Code	

File Sharing and Printing Services

Students must use UMPASS to login if they want to use computers at computer rooms. File Sharing and Printing Service is associated with Windows 10 operating system computers and Microsoft Network. It provides application software such as MS Office, printing service and file sharing service etc.

Home Directory Service (Drive H:)

Home Directory is network disk drive for storing personal files by user. Each user is entitled to **500MB** quota in Drive H. Users can access files stored on the home directory from “My Computer” on any computer on campus.

File Sharing Service (Drive N:)

Student can have a folder in Drive N: for sharing his/her files with his/her classmates. Each user is entitled to **125MB** quota in Drive N:.

Notes

Before leaving a computer, please be reminded to log off from the account or power off the computer. Otherwise, the printing quota may be misused or the files may be deleted by others.

Printing and Photocopying Services

Follow-You Student Printing allows users to store the printout in a print server. It will print only when users authenticate with UM campus card (or on the control panel login manually by key in your User ID and password) at a Follow-You printer of your choice. With Follow-You Student Printing, students can print private information safely, avoid wasting paper, resources and money from documents left unclaimed. Users do not need to waste time on the occupied printer at which the document is printed.

The Follow-You printing devices are installed at Central Teaching Building (E6)

- G/F (Learning Commons): E6-G111i
- 1/F (Learning Commons): E6-1102b
- 2/F: outside computer room E6-2093
- 3/F: outside computer room E6-3094

MobilePrint

MobilePrint service allows you to print from mobile devices (Android/iOS 7.0 or latest) to the supported printers via the UM wireless network. Currently, there are several printers at ICTO computer rooms and Library with the following logo printed support this service. They support the following mobile applications:

- EveryonePrint (Android/iOS device)
- AirPrint (iOS device)



WebPrint

WebPrint simplifies the process of printing from user's device. No driver installation on user's device is required. Users print document from their smartphone, tablet or notebook computer by uploading it to our system using web browser.

Webpage	https://webprint.um.edu.mo
QR Code	

Fees for Printing and Photocopying Services

In order to prevent misuse of printing, ICTO implements a fee based control. Users are required to pay for the printing services.

Paper Size	Cost per Page for Simplex	Cost per Page for Duplex
A4 B/W Printing/ Photocopying	MOP 0.2	MOP 0.15
A4 Color Printing/ Photocopying	MOP 2.5	
A3 B/W Printing/ Photocopying	MOP 0.4	MOP 0.3
A3 Color Printing/ Photocopying	MOP 5.0	

Example:

If a student prints/ copies a total of 11 pages with A4, black & white printing/ photocopying, the printing/ photocopying cost will be:

MOP 2.2 (MOP 0.2 x 11) per Single side printing/ photocopying

MOP 1.7 (MOP 0.3 x 5 + MOP 0.2 x 1) per Duplex printing/ photocopying

Trial Printing Quota

Trial quota equivalent to **MOP 30** will be given to each new student. Students who have used up their trial quota can buy printing quota using their E-purse, "MACAUPass" or "QuickPass" at campus kiosks.

Printing Q&A

Q: Where can I enquiry printing quota?

A: Users can query printing quota by logging in to "Printing" > "Follow-You Student Printing" > "Query Printing Quota" on ICTO webpage. Users cannot print if their accounts have negative balance, or the balance is less than the required quota.

Q: Is there any ways to save printing quota?

A: If users want to save printing quota, they can print multiple sheets per page or consider using duplex printing, or having both of above options.

Q: How long can I keep my printing quota?

A: Students' purchased quota will be kept until student are graduating or have withdrawn. Before leaving the University, students must personally go to ICTO Help Desk to apply for the transfer of purchased quota to other valid account. Otherwise, quota will be cleared once a student account is deleted.

Application for Printing Quota Adjustment

In general, if quota is counted under the following situations, student can contact ICTO to apply for re-crediting the quota:

- Paper Jam
- Out of Paper
- Print job incomplete/blocked by some reasons

ICTO will handle the printing quota adjustment based on the real situation.

Notes

If users encounter problem related to the printing service, users need to inform ICTO within **3 working days** for printing quota adjustment.

Location for Applying Adjustment	<ul style="list-style-type: none">- ICTO service counter at Room G111h, G/F, Central Teaching Building E6- ICTO Help Desk at Room 2085, 2/F, Central Teaching Building E5
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E-purse Service

The E-purse service is integrated in UM Campus Card. It is an electronic / cashless payment option for making small purchases on campus. It can be applied to the following services:

- Add-Value Machine for E-purse
- Printing Service
- Bicycle Rental Service
- On-line Payment Account (OPA)

Ways to replenish E-purse:

1. To replenish E-purse with Add-Value Machine
2. To replenish E-purse at Treasury Section at the Administration Building

Add-Value Machine for E-purse

ICTO has set up Add-Value Machines for students to replenish E-purse.

Location

- Ground Floor of Administration Building (near Registry and Graduate School)
- Room G111i, Central Teaching Building E6

How to replenish E-purse via Add-Value Machine?

1. Insert the UM Campus Card.
2. Place a MOP20 or MOP100 banknote into the notes feeder.
3. Follow the remaining steps shown on the screen. You can choose to print the transaction record if necessary.
4. Get back your UM Campus Card and receipt after the transaction.

Please note that replenishment is for UM Campus Card only, Add-Value Machine accepts only MOP20 & MOP100 banknotes and does not provide change or refund.



On-line Payment Account (OPA)

Besides E-purse service, the University also provides an On-line Payment Account (OPA) to all students.

OPA can pay for the following services:

- ◆ UM Sport Facilities On-line Booking Service
- ◆ Locker Rental Service
- ◆ Online Application of Transcript

Students may transfer amount from their E-purse account into OPA using Kiosk available on UM campus.

Campus Kiosks

In order to provide the latest news and more convenient services to the University members, some Kiosks have been setup inside the campus, including the Administration Building, Central Teaching Building, Postgraduate House, Residential Colleges, Sports Complex and Library etc. By using these computerized and interactive terminals, users can access rich set of multimedia information and various University services in an easy-to-use and self-service manner, the services include:



- Providing up-to-date UM Campus news
- Browsing UM websites
- Booking Sports Facilities
- Browsing UM Campus Maps
- Enquiry of the transactions and balance of residential
- Offering e-payment services

	MACAUpass	QuickPass	E-purse
Buying printing quota	✓	✓	✓
Parking fee payment for Student Monthly Pass	✓	✓	
Fund transfer to On-line Payment Account			✓
Enquiry of transaction receipt on kiosk	✓		
Enquiry of balance			✓

UM Wired LAN Service

UM Wired LAN Service is using 802.1X authentication standard, it is an authentication standard established by IEEE for controlling user network connection. Students can use this service at student dormitories.

To use UM Wired LAN service, please configure your devices by following the configuration guideline and authenticate with your UMPASS so as to access Intranet and Internet.

Webpage	https://icto.um.edu.mo/network/wired-network-service/
QR Code	

UM Wireless LAN Service

You can use mobile device to connect campus network using UM wireless LAN within the campus. Student and guest use different SSIDs.

The SSIDs for student use:

SSID	Characteristics
UM_SECURED_WLAN	<ul style="list-style-type: none">● Provides high security and reliable connection.● Compatible with most devices.● All UM members are recommended to use it.
UM_WLAN_PORTAL	<ul style="list-style-type: none">● No configuration is needed. Suitable for all portable devices for a short period of use.● Provides security authentication only, the data will not be encrypted during transmission. Therefore, please do not transmit any personal or sensitive data using this network.

The SSIDs for guest use:

SSID	Characteristics
eduroam	<ul style="list-style-type: none">● Mainly provides roaming service for guests from eduroam member institutions. Guests can use wireless account provided by the affiliated institution to login to UM Wireless LAN.● All UM users can use UMPASS to access internet at other institutions providing eduroam service.
UM_PUBLIC_WIFI	<ul style="list-style-type: none">● Provides guests with 8 hours free wireless connection every day.● Provides wireless network service to public visitors on whole campus.

**Wired & Wireless Configuration
Guideline**

<https://faq.icto.um.edu.mo/category/network/>

QR Code




Outdoor Wireless Coverage Locations

ICTO has set up 16 outdoor wireless access points on campus. Its signal covers mainly the squares, Central Avenues and their surrounding areas, campus bus stops, playgrounds of residential colleges and public lounge areas of staff quarter. User can access UM Wireless LAN services within the areas marked in below map.



SSL VPN Service

SSL VPN enables students and full time staff to access the UM Intranet resource with web browsers or SSL VPN client in a secure way when away from the campus. For example, UM Library e-resources etc.

Webpage	https://sslvpn.um.edu.mo/
QR Code	

UM Mobile App

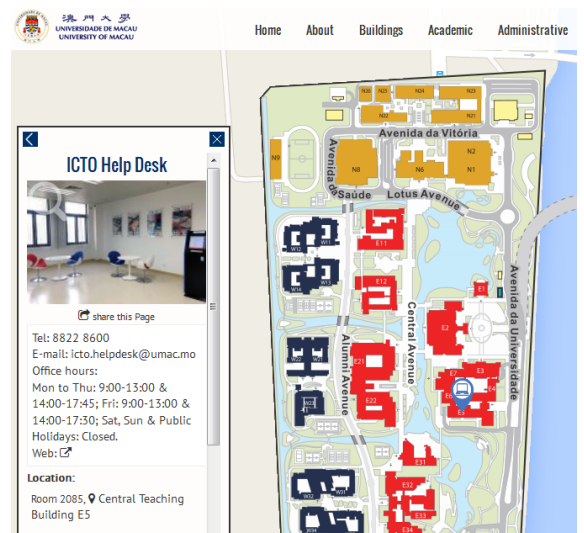
UM Mobile App

UM Mobile App is a native mobile application which uses a web viewer to load UM website. It can facilitate the access to the University information and services on mobile devices. It is available for both iPhone / iPad / iPod touch (iOS 8.0+) and Android mobile device (4.0+). You can search UM.Mobile in App Store and Google Play to get it.

UM Campus Maps

To help students to get familiar with the campus, we have established an interactive UM Campus Maps. Unlike traditional map, UM Campus Maps enable users to browse map information by dragging or zooming. Users can use the search menu to locate buildings, departments, facilities, and transportation routes on the map.

Webpage	https://maps.um.edu.mo
QR Code	




Web Conferencing Service

ICTO subscribes to a Cloud-Based Web Conferencing service called "Zoom" to cater for the need of online video conferences. This service can assist UM members to organize meetings, presentations, interviews, teaching and learning activities on Internet.

ICTO provides the basic account for students:

Types of Accounts	Purpose	Meeting Duration	Step(s) to use
Basic Account	One to one or multi-parties online meeting	One to one meeting: unlimited Multi-parties meeting: up to 40 minutes	Read and agree with the user agreement of Zoom Cloud-Based Web Conference Service on ICTO Account Information Page , then use your UMPASS account to sign in for conducting meeting.


Webpage	https://icto.um.edu.mo/communication-collaboration/conferencing/
QR Code	

Software Available To You

Microsoft Imagine

Microsoft Imagine (new name for Microsoft DreamSpark) student program makes available, at no charge, a broad range of Microsoft developer, designer, and gaming software for download through its web site. It aims at open up students' creativity by providing learning tools in the areas of technical design, technology, mathematics, science, and engineering. This program is now available at the University of Macau.

You can find software that is available to students at Microsoft Imagine web page.


Details	https://icto.um.edu.mo/software/microsoft-imagine-student/
QR Code	

Microsoft Office 365 ProPlus

The University of Macau has subscribed Microsoft Office 365 ProPlus. All UM staff and students can now use their computer account to register Office 365 ProPlus account. Each user can download and install Office 365 ProPlus on up to 5 machines being PC or Mac as well as Office Mobile on up to 5 mobile devices without additional cost.


Once registration is completed, you can login Office 365 to download and install Office 365 ProPlus. Before downloading, please ensure all trial or earlier versions of Microsoft Office are uninstalled from your personal devices.

Students' right to use Office 365 ProPlus will expire after they graduate from the University. Subsequently, the Microsoft products installed will be deactivated.

Webpage	https://icto.um.edu.mo/software/microsoft-office-365-proplus/
QR Code	

Anti-Virus Home Version Software

UM provides an ESET Internet Security home license of Windows, macOS or Android to UM student. An authorization process is needed to make sure you are active student. Then you can apply for a set of “**License Username**” and “**License Password**” (for one device only) through the ICTO website.


Webpage	https://icto.um.edu.mo/information-security/anti-virus/
QR Code	

Privacy Policy Statement

In accordance with the provisions on public disclosure of information concerning data processing operations in Article 25 Item 3 of Law No. 8/2005 (the Personal Data Protection Act), the University of Macau (hereinafter referred to as UM) hereby presents to the public a general profile of personal data processing operations undertaken by UM. Personal data shall only be processed in accordance with the justifications as listed in Article 6 of the Personal Data Protection Act.

UM undertakes, in its data management policies and practices, to observe the spirit of the data protection principles and to comply with the requirements of the local Law (Personal Data Protection Act). UM will make every effort to protect the personal information held by the University to ensure its confidentiality and integrity.

When UM collects from you, either electronically or in hard copy format, information that can personally identify you, the purposes for the required information will be given. The personal data collected from you may be transferred among different units within the University for processing and use yet will not be disclosed to any third party or organizations outside the University unless otherwise stated, or required by law, or with your prior consent. You can submit a signed request to access or make correction of your personal data held by UM.

Webpage	https://www.um.edu.mo/privacy-policy/privacy-policy-statement.html
QR Code	

5. Information Security

We would like to draw your attention on the following tips when using IT facilities and services:

Protect Your Password

- Use complicated password
- Do not disclose your password to anyone
- Change password periodically

Protect Your Data

- Backup data periodically
- Encrypt important data

Browse Webpage Safely

- Do not download and open program from unknown sources
- Log out after accessing email or other system outside campus
- Once you received suspicious mail, please validate the email before open or reply

Phishing Email

Please do not respond

Phishing Emails

How can I identify a phishing/fake email/websites?

Is the email written in a style or signature format other than usual?

Are there any obvious misspellings, grammatical errors, or meaningless topics in the email content?

Does the email content push you to do something within a period of time and access an unknown web link?

Does the email mention personal data, password, money transfer, consumer offers or account verification?

If any of above questions has an answer "yes", this probably is a malicious phishing website or email!

- ◆ Never reply to the email or click any link or open attachment in the email.
- ◆ For new suspicious email, please forward it as attachment to icto.helpdesk@umac.mo for investigation.

Designed by ICTO

UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

JU CC

Personal Information

Password

Credit Card

Tips to Prevent Phishing Email Attacks

Avoid sending your password and account information in an email.

Check the sender's email address.

Keep your operating system and anti-virus software up to date.

Regularly check your online accounts and bank statements.

Backup your data on a regular basis



Identification of website authenticity

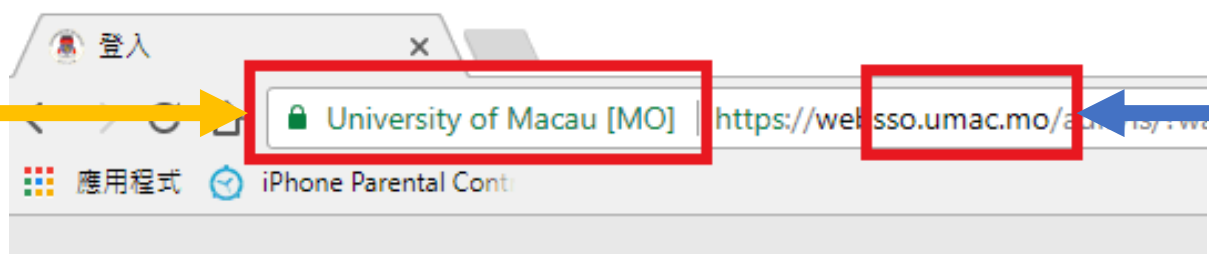
ICTO discovered some suspicious emails which are pretending to be sent from different departments, e.g. HR Department or Financial Department. After investigation, the said emails are phishing emails. Please **DO NOT RESPOND** to this kind of emails which purposely asking for your user name and password, or personal information.



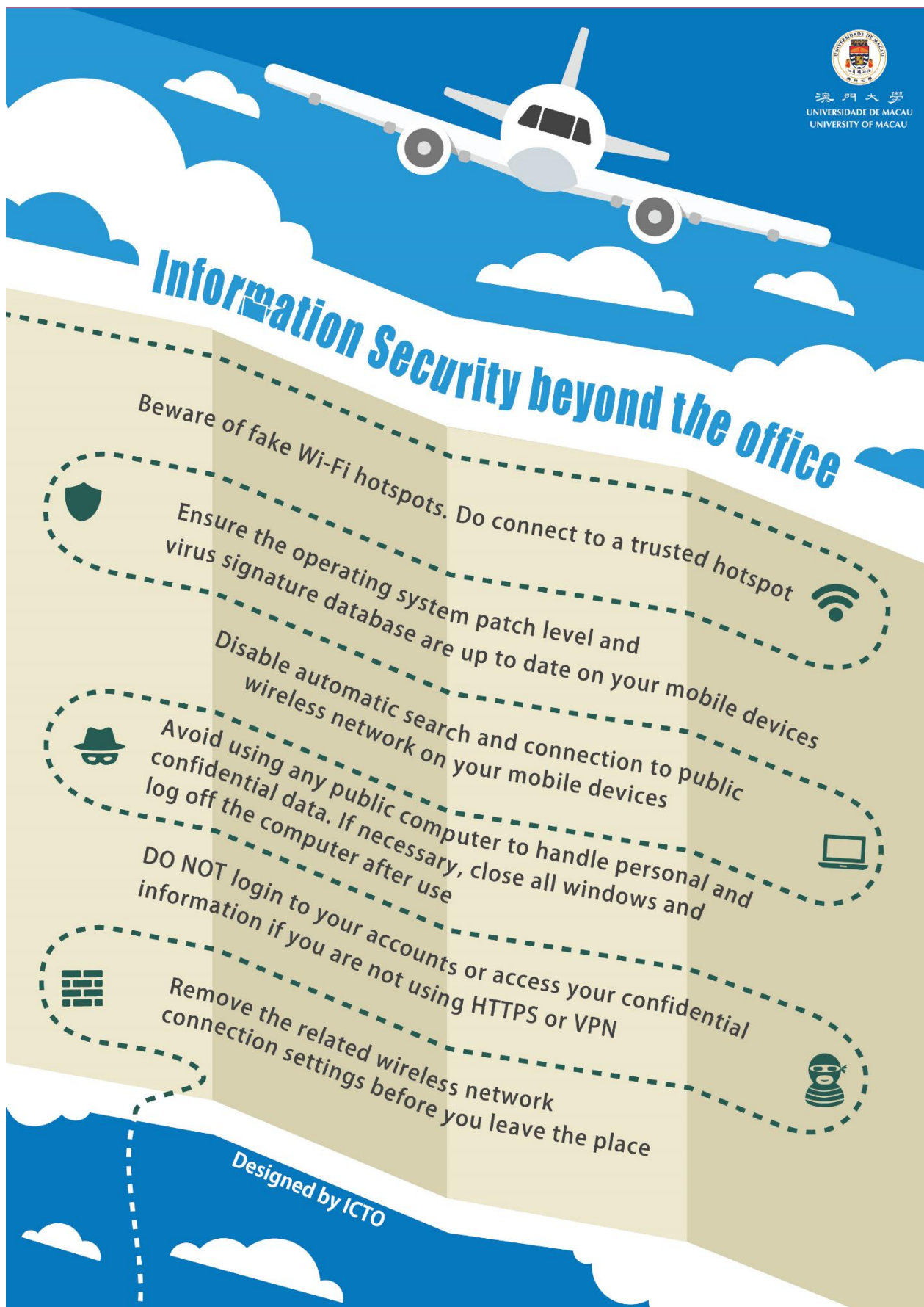
In addition, you are strongly recommended to identify the web address before logging in with UMPASS user ID and password. Please note that the official web address of login page should contain the following format.

The **green padlock icon** with "University of Macau [MO]" displayed;

The web address must be with the domain suffix "umac.mo".



Information Security beyond the Office



6. ICTO Useful Information

FAQs and Latest News

ICTO has prepared FAQs in order to help students to use our services and facilities more effectively. User can visit [ICTO webpage](#) and [ICTO Knowledge Base](#) for related information.

Announcement of Latest News

ICTO will announce system maintenance and new IT services periodically. The related news will be posted on ICTO website, notice boards of computer rooms and UM E-bulletin Board. For some important news related to students, it will be sent by email, SMS or the UM Live on Campus.

To have in depth introduction of facilities and services provided by ICTO, we publish eNewsletter regularly.

Webpage	https://newsletter.icto.um.edu.mo/
QR Code	

Regulations and Policies

Users must follow all rules and guidelines listed on the following governance documents:


ICTO.04/201210/001.r00	Acceptable Use Policy - ICTO Computing Facilities, Campus Network and Internet
ICTO-ACTS.04/201209/001.r01	Academic Computing Facility Room Rules
ICTO-IUS.04/200809/001.r00	Campus Network Rules

7. Contact Us

The service hours of ICTO are shown as below:

Monday to Thursday	9:00 am to 1:00 pm and 2:00 pm to 5:45 pm
Friday	9:00 am to 1:00 pm and 2:00 pm to 5:30 pm
Saturday, Sunday and Public Holidays	Closed

If user has any question regarding the computing facilities and services provided by ICTO, please contact ICTO via below methods:

Location	Room 2085, 2/F, Central Teaching Building E5
eMap	Click Here
Tel.	8822 8600
Email	icto.helpdesk@um.edu.mo
ICTO Webpage	https://icto.um.edu.mo/
QR Code	

For any enquiries regarding the myUM Portal, please contact ICTO via below channels:

Location	Room 2012, 2/F, Administration Building N6
Tel.	8822 8500
Email	icto.ims@um.edu.mo

Suggestion

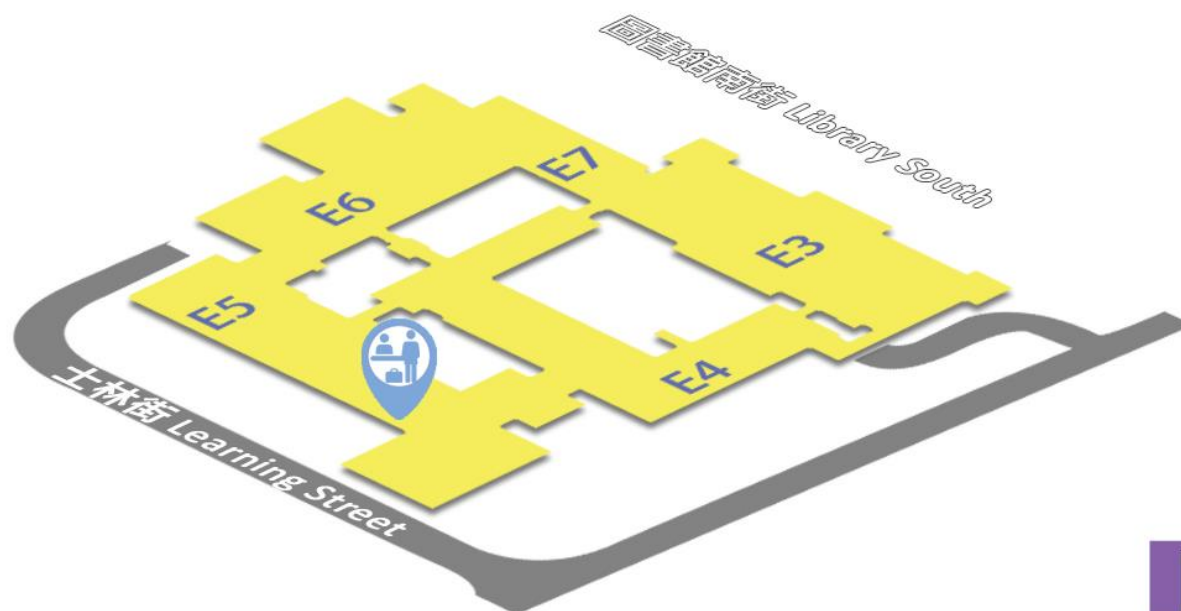
ICTO welcomes any suggestions to facilitate improvement of ICTO systems and services. Users can provide suggestions and comments through suggestion emails. In order to help ICTO to investigate and follow-up in depth, users are appreciated to send any suggestions and comments with detailed information such as name, student ID, contact number and email address. All the information will be kept confidentially.

Suggestions Email	icto.suggestion@um.edu.mo
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Appendix I: Common Service Links

Common Service	Links	QR Code
ICTO Webpage	https://icto.um.edu.mo/	
Email System	https://webmail.um.edu.mo	
eLearning	https://elearning.um.edu.mo/	
SSL VPN	https://sslvpn.um.edu.mo	
myUM Portal	https://myum.um.edu.mo	
UM Campus Map	https://maps.um.edu.mo	
ICTO Newsletter	https://newsletter.icto.um.edu.mo	
ICTO Knowledge Base	https://faq.icto.um.edu.mo/	

Appendix II: ICTO Facilities Location Map



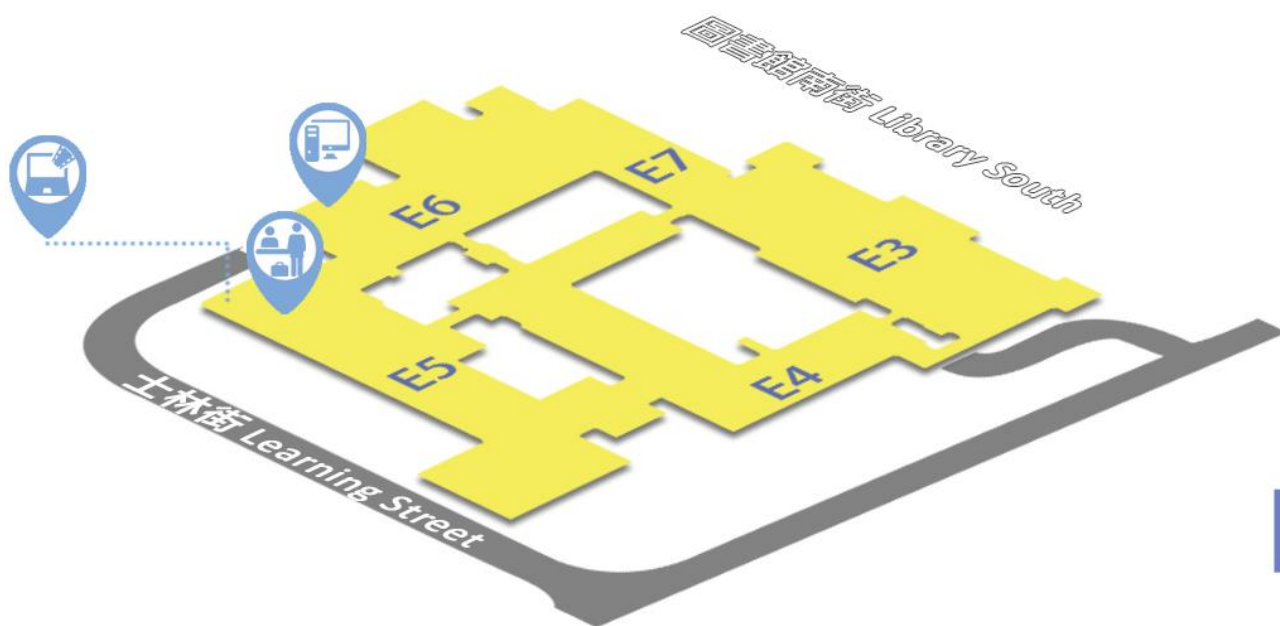
E5

Central Teaching Building E5



ICTO Help Desk

Room 2085, 2/F,
Central Teaching Building E5



E6

Central Teaching Building E6

3F		Computer Room	Room 3092, 3093 & 3094, 3/F, Central Teaching Building E6
2F			Room 2092, 2093 & 2095, 2/F, Central Teaching Building E6
1F		Personal Multimedia Computer Room	Room 1091d-h, 1/F, Central Teaching Building E6
GF		Learning Commons Service Counter	Room G111h, G/F, Central Teaching Building E6

