Student Guide for
Online Courses

Begin with Your Student Email

All students are required to use their campus email address for university communications. Start here: Logging on for the first time

Next to go to your Student Email account, visit: http://webmail.umb.edu. Before you LOG ON, go to https://spmt.umb.edu

1. First Click on: Edit my Profile.
Enter your EMAIL user name, (Do NOT use @umb.edu) And the initial email password. The First letter of your last name (uppercase) + second letter of your last name (lowercase) and your date of birth as eight numbers (MMDDYYYY). Example: Sandy Beach, born Feb. 1, 1990, might have a Username: sandy.beach001 Initial password: Be02011990.

2. Follow the steps to set your profile. Answer the questions and add your own.

3. Now Click on: Reset my Password.
Enter your Email user name, (Do NOT use @umb.edu) Logon and follow the directions to set your new password. Remember to follow the Password Policy found on https://spmt.umb.edu.

4. Now you can Access your Student Email at http://webmail.umb.edu
This time click LOG ON and Sign In using the Windows Live ID:
FirstName.LastName###@umb.edu (@umb.edu MUST be entered)
Password: Enter Your NEW password:
Remember WISER and Student Email are linked! ALWAYS log off when finished.

Next, WISER

All registered UMass students have a WISER account, a self-service tool that allows students to access their academic, financial, and demographic information. If you are a first-time student taking an open-enrollment course, your WISER account will be created when the registration process is completed. Note: It can take 2 hours before you can access your account.

Access WISER at: http://wiser.umb.edu
Click on: Student Log-on to WISER

User ID: Student email address (Do NOT use the umb.edu)

Password: Student email password as set in the self-service password management wizard.
Using Blackboard Vista

Blackboard Vista is a web-based course management system used throughout all UMass campuses. It allows instructors to enhance your online learning experience by offering discussions, readings, multimedia materials, course information (such as a syllabus, and required tests), assignments, and assessments.

Perform a browser check @ https://login.umassonline.net/boston.cfm before logging on to ensure:

- Your browser is valid for using Blackboard Vista
- Cookies are enabled
- JavaScript is enabled
- Popup windows are disabled.
- The correct version of Java is installed.

The most up-to-date list of supported browsers can be found at: http://kb.blackboard.com/pages/viewpage.action?pageId=51413176

LOG ON to Blackboard Vista @ http://boston.umassonline.net

Username: Same as your Student email Login (NO @umb.edu)
Password: Same as your Student email password

Example
Email Username: donald.draper001
Email Password: SwordFish3!
Blackboard Username: donald.draper001
Blackboard Password: SwordFish3!

**Note: the Email/Blackboard password can be reset by clicking the link “Password reset for Students.”**

For password support: contact the Itservicedesk@umb.edu or 617-287-5220. Office Hours: M-F 8am to 6pm.

Wimba Classroom

Wimba Classroom is a synchronous conferencing system embedded in Blackboard Vista. Wimba Classroom is used to augment otherwise asynchronous online courses by providing an environment for meeting in real time, online. Your course syllabus will provide you with the dates and times of any live sessions.

In order to participate in a Wimba Classroom session, you will need to purchase a headset. You must run the setup wizard to check that your computer is properly configured to use the Wimba Classroom. For further information, see the Wimba Student Quick-Start Guide at: http://www.dlvpc.umb.edu/wimba_student_quickstart.html

Technical Support

24x7 Technical Support is available for Blackboard Vista and Wimba Classroom

If you need technical assistance, you can:

- Send email to bostonsupport@umassonline.net
- Call 1-888-300-6920; or
- Contact support via live text chat available from the UMass Online Blackboard Vista Login page: http://boston.umassonline.net (located in the lower right corner under “Getting Help”)

IT Support

Information regarding all technical issues including Webmail and Blackboard Vista can be found on the Information Technology home page: http://www.umb.edu/it Click: Getting Services.