

# Student Handout for Online Courses

## What is WISER?

All registered UMass students have a WISER account, a self-service tool which allows students to access their academic, financial, and demographic information in PeopleSoft.

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.

## Login to WISER

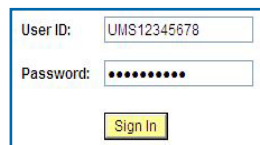
**Access WISER at:** <http://wiser.umb.edu>

**Username:** The username is in the format: UMS#####.

**Password:** The initial WISER password is the first two letters of your last name (capitalize the first letter only) followed by your birth date in MMDDYYYY format.

### Example

**Name:** Dexter Morgan  
**Born:** February 1, 1971  
**Password:** Mo02011971



The screenshot shows a login form with two input fields: 'User ID:' containing 'UMS12345678' and 'Password:' containing a masked password '\*\*\*\*\*'. Below the fields is a yellow 'Sign In' button.

Registered students can find out their Username by going to [https://www.umassadmin.net/isis/id\\_lookup/](https://www.umassadmin.net/isis/id_lookup/) and following the directions.

## UMass Boston Student Email Accounts

All students are now required to use the campus email address for university communications. A UMB email account will be created for you a few business days after your WISER student account is created. Check your WISER account to locate your email Login.

**UMB Webmail Website:** <http://webmail.umb.edu>

**UMB Webmail Address:** FirstName.LastName00\_@umb.edu (00\_ is normally 001 but may be a higher number if you had a previous UMB Webmail address).

**Login:** FirstName.LastName00\_ (the umb.edu is omitted)

**Password:** The initial email password is the same as your initial WISER password.

Once you've logged into email using your default password, you will be prompted to change your password. When creating your new password, you must observe the following rules:

- 1) Passwords must have a minimum length of eight (8) characters
- 2) Passwords must include at least 3 out of 4 of the following:
  - Contain at least 1 upper-case character
  - Contain at least 1 lower-case character
  - Contain at least 1 special character (e.g. &, \*, \$, etc)
  - Contain at least 1 numeric character
- 3) Passwords cannot contain all or part of your email address

Also be aware that Passwords will be locked out for 30 minutes after 5 consecutive invalid login attempts. Passwords will expire in 180 days and can never be reused.

## What is 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 such features as discussions, reading and multi-media materials, course information (such as a syllabus), assignments, and tests.

## Check Browser - Important!

Please perform a **browser check** before logging in to ensure your computer is properly configured to use Vista. This program tests that:

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

Supported Browsers	Windows Versions	Mac Versions
MS Internet Explorer	6, 7	---
Firefox	2, 3	2.0
Safari	---	2, 3.0, 3.1

The most up-to-date list of supported browsers can be found at:

[http://www.webct.com/tuneup/viewpage?name=tuneup\\_browsers\\_vista80\\_ce80](http://www.webct.com/tuneup/viewpage?name=tuneup_browsers_vista80_ce80)

## Login to Blackboard Vista

**Login at:** <http://boston.umassonline.net>

**Username:** Same as your email Login (no umb.edu)

**Password:** Same as your email password

### Example

**Email Login:** donald.draper001

**Email Password:** SwordFish3!

**Blackboard Login:** donald.draper001

**Blackboard Password:** SwordFish3!



Note that the email/Blackboard password can be changed from within both the email system and the Blackboard login page by clicking the link "Password reset for Students". For additional password support, contact the IT Service Desk at [ITServiceDesk@umb.edu](mailto:ITServiceDesk@umb.edu) or 617-287-5220.

## Wimba Classroom

Wimba Classroom is a synchronous conferencing system embedded in Blackboard Vista. Wimba Classroom use is intended to augment otherwise asynchronous online courses by providing an environment for meeting in real time, on line. 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 will also need to run a setup wizard to check that your computer is properly configured to use Wimba Classroom. For further information, see the Wimba Student Quick-Start Guide at:

[http://www.dlvpc.umb.edu/wimba\\_student\\_quickstart.html](http://www.dlvpc.umb.edu/wimba_student_quickstart.html)

## Technical Support

### 24x7 Technical Support for Blackboard Vista and Wimba Classroom

If you need technical assistance, you can:

- Send email to [bostonsupport@umassonline.net](mailto:bostonsupport@umassonline.net)
- Call 1-888-300-6920; or
- Contact support via live text chat available from the UMassOnline Blackboard Vista Login page:  
<http://boston.umassonline.net>

### 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>