



[www.umassmed.edu/it](http://www.umassmed.edu/it)



# **CUSTOMER SERVICES**

## Empowering Self-Sufficiency!

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One of the most common complaints about an IT department is "I really wish I didn't have to call the Help Desk for everything". Our IT Customer Services organization has a key theme to "Implement tools that allow customers to be self-sufficient". We have taken great steps towards that end and are proud to present four key areas where you can be self-sufficient.



### PASSWORD RESET

Did you know that UMMS IT now has a Password Reset Tool? This easy to use utility allows you to manage your password (including resetting and changing) remotely at your convenience.

Simply sign up by going to

<https://pwreset.umassmed.edu/QPMUser>, setup your three Questions and Answers, and you're good to go!



### PUBLIC INFORMATION (ACTIVE DIRECTORY)

Have you moved and the Global Address List does not indicate your new location or telephone number? Have you changed positions or been promoted, and you would like the info in our Active Directory to reflect this change? Simply go to <https://selfservice.umassmed.edu/UMMS/Default.aspx> and you can update/review your profile data for best presentation and accuracy.



### WORKING REMOTELY (VPN)

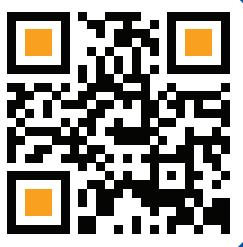
Do you work remotely? Did You Know that the VPN portal is all new, it's faster and you can change your password when it expires? Check out <https://remote.umassmed.edu> today! If you need help we do have documents on-line <http://inside.umassmed.edu/it/campuswideservices/Remote-networking/> that can help you or you can call the UMass Worcester Helpdesk at 508-856-8643 for questions or assistance.



### TECHNOLOGY PURCHASES

We work hard to make sure you receive the best possible pricing for hardware and software, not just for work, but for personal use, too! Consult with us for the best possible benefit. We offer ways to purchase all your hardware and software needs. For work: <http://inside.umassmed.edu/purch/Purchasing-Contracts/>  
For home computers: <http://usave.umassp.edu>  
Software: <http://inside.umassmed.edu/purch/Employee-Purchases/Employee-Purchase-Gov-Connection/>

**We plan, design, develop and make it real! Contact us today for consultation and design assistance with any productivity enhancing effort. If the technology exists, we will find it and make it work!**



Scan the QR code on the left to get more information  
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