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## **Getting Started**

Your guide to online classes!

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### **How do I see and communicate with my class?**

#### **\*FirstClass:**

FirstClass is UMaine's official communications system which provides ALL students with the ability to effectively communicate and share valuable resources and information via email, conferencing (public, private or courses), directories, individual and shared calendars and online chats. Not only will you use this for email but it will host your lessons and assignments for your class.

You can download it by going to:

<http://www.firstclass.com/clientdownloads/>

After the download is complete you should have the installer file on your desktop of your computer. The first time you login you will need to setup the FirstClass Server.

To Set the Server:

At the login screen click the "Setup" button. Next to the server field type [fc.umat.maine.edu](http://fc.umat.maine.edu) then click save.

Logon Information:

Everything that you need to logon is included on your account information page that you previously printed. If you have lost or have not received this contract then you should contact us right away.

#### **\*WebCT:**

Some classes use an online website called WebCT to host class information and to take tests/quizzes. You can access WebCT by going to:

<http://webct.umaine.edu>

Logon Information:

This information would be in a letter from UNET. It is the same as your @maine.edu, UMS, and Blackboard account. It is usually your first.lastname (ex. john.doe). If you have lost or have not received this account information then you should contact us right away.

### **Should I test my accounts before my class starts?**

It is VERY important that you try and login to both of these accounts as soon as you can. It is best to get every potential problem worked out before your class starts. Technical Support can be very busy when school starts so the sooner you get you problems resolved the better you are.

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**Email:** CEDTECHHELP@umat.maine.edu

**Phone:** 1-877-947-4357

**Online:** <http://learnonline.umaine.edu/html/help.html>

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## Is there anything else I might need for my online class?

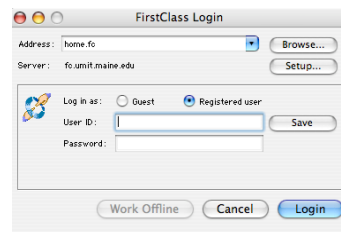
There are a few things that FirstClass and WebCT need to work. The programs are all free and can be downloaded online.

- \*Apple QuickTime Player    <http://www.apple.com/quicktime>
- \*Macromedia Flash Player    <http://www.adobe.com/shockwave/downloads>
- \*PowerPoint Viewer    <http://www.microsoft.com/downloads>

## How do I use FirstClass?

### \*Logging In

Locate and open the FirstClass Client software on the computer that you are using. Once the application loads, and the login window appears, enter your UserID and password as it has been assigned to you. Click on Login.



### \*Changing your Password

You should change your password when you login to your account for the first time. To change your password, select "Change Password" from the COLLABORATE menu. In the dialog box, enter your old (assigned) password first, and then enter your desired password twice to confirm the spelling, and then click OK.

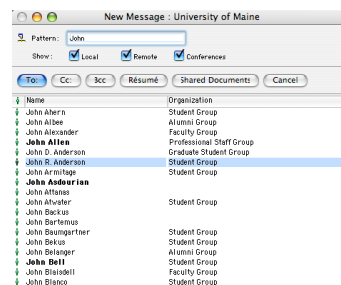


### \*Composing a New Message

To begin a new message, choose "New Message" from the MESSAGE menu. A new, empty message is created and displayed in a new window. In the message header, enter a subject, and an individual's name or a list of names in the "To" and "CC" (Carbon Copy) fields. (The "CC" field functions in the same way as the "To" field, each person in either field receives the same copy of the message.)

### \*Addressing a message to a person or conference

To address the message, move the cursor by clicking your mouse next to the "To" field and enter the name of the person or conference, and then press enter or return on your keyboard. FirstClass will find the correct name and complete address, or a list will appear from which you may choose. You can double click on the name you want.



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To send messages to users on the internet (users off of FirstClass), enter their entire E-Mail address and press Return or Enter. If you make a mistake when entering a name, you may delete the name from the "To" field by clicking once on the name, and pressing the delete key on the keyboard.

**\*Sending**

When the message is complete, choose "Send" from the MESSAGE menu and your message will be delivered immediately. If the message isn't addressed properly, an error message may appear, or the "Send" command may be unavailable. If this occurs be sure to press Enter or Return after each name.

**\*Replying to messages**

You may use the "Reply" feature to automatically produce an addressed message with the Subject already filled in. To reply, open the message to which you wish to reply, pull down the MESSAGE menu and select "Reply" or "Reply Special". You may control your reply preferences by selecting "Reply Special" option under the MESSAGE menu. You may reply only to the sender, to all recipients, the original sender or just to conferences by picking the appropriate command. Another useful reply feature is the "Reply with Quote". Selecting this option includes the text of the original message in your reply, and annotates the text as a "quote" from the original sender.

**\*Your Internet Address**

Note that when send mail to an Internet address, FirstClass automatically puts your return address on the message, i.e., the recipient receives a message with your internet address at the top. As a FirstClass user, your default internet address is: **firstname.lastname@umit.maine.edu** OR **firstname.mi.lastname@umit.maine.edu** (where "mi" is your middle initial if it is used on your name as it appears in FirstClass).

**\*Sending Attached files (Uploading)**

To send a file to another user or a conference, create and address a message in the usual way. From the FILE menu, select "Attach File" and find the file you want to attach from the folder or directory on your computer. An indicator window will appear, visually representing the file transfer progress. You should see the file appear in the message header, just below the "Cc:" field.

**\*Receiving Attached Files (Downloading)**

If a message has files attached, they are listed as "Attachments" in the message header. To save an attachment, select "Save Attachment" from the FILE menu. Then choose the destination location on your computer in which you would like to save the file. Click OK or SAVE (or Enter) to begin the download process. The file transfer progress window opens and the file is downloaded to your computer.

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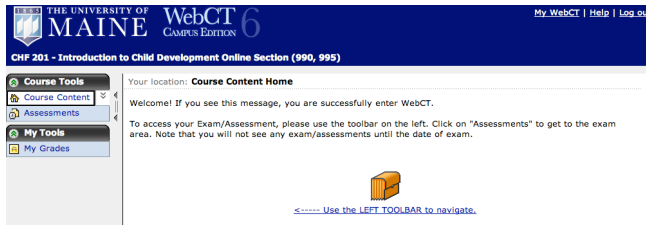
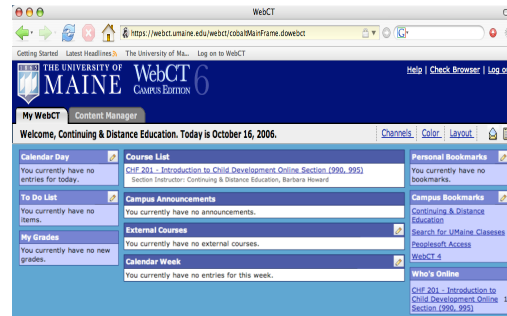
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## How do I use WebCT?

Using an Internet browser go to [webct.umaine.edu](http://webct.umaine.edu). (note: WebCT makes extensive use of pop-up windows. If you have a pop-up blocker installed, please disable it for this site.) You then need to click on the name of the school you would like to access, and then login with your account (described on 1<sup>st</sup> page under WebCT logon information ).

This is what the Welcome Screen will look like. From here you can see your courses.

If you click on your class you will then see the classes welcome screen. If the class only uses WebCT for Tests and Quizzes you will see a window like the one below.



You will use the left Navigation bar to help find the course material. You will see the list of current assignments if you click on the Assessments tab.

## Who do I contact if I have problems?

### \*Technical Problems

CED Technical Support Services  
[cedtechhelp@umit.maine.edu](mailto:cedtechhelp@umit.maine.edu)  
1-877-947-HELP

Our office hours are:  
8:30am to 7:30pm  
Monday through Friday

### \*Class Specific Problems

Contact your teacher by the information on the syllabus.

If you do not have a syllabus you can email them via FirstClass by typing in their full name or using the directory tool.

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