

Information and Communication Technology Office

The Information and Communication Technology Office (ICTO) provides general IT services and facilities for all UM members on campus. These services include Internet access, wired and wireless network connectivity across the campus, various applications such as Email, Student Information System (SIS) for course enrolment, course add/drop and study plan, Sports Facilities Booking System, etc. All users are provided with UMPASS which consists of UserID and password to access various services and applications.

Besides, ICTO also provides the following computing facilities:

- **myUM** is a portal service that provides an all-in-one access point to online services and information of the University. For more details, please visit (<https://myum.um.edu.mo>) or (<https://faq.icto.um.edu.mo/what-is-myum-portal>).
- **UM App** is a one-stop mobile application designed to provide staff, students, alumni, and public with convenient access to various UM services from mobile devices. For more details, please visit (<https://icto.um.edu.mo/mobile-applications/um-app/>).
- **Computer Room** are equipped with personal computers installed with Windows operating system and general application software, which located at Central Teaching Building (E5) and (E6). For more details, please visit (<https://icto.um.edu.mo/academic-computing-facilities/computer-room>).
- **Virtual Computer Room** allows students and staff to access the specialized software from their own personal computer or mobile device remotely. For more details , please visit (<https://icto.um.edu.mo/virtual-computer-room>).
- **Printing service** provides Follow-You student printing, WebPrint, Macau Pass printing and copying service for our students. For more details , please visit (<https://icto.um.edu.mo/printing>).
- **High Performance Computing Cluster (HPCC)** provides high performance computing resources, allows users to run the computational jobs on those connected computers simultaneously to achieve higher processing performance. For more details , please visit (<https://icto.um.edu.mo/teaching-learning-research/high-performance-computing-cluster-hpcc>).
- **Help Desk support** provides technical support to users who need help with ICT services. For more details , please visit (<https://icto.um.edu.mo/help-desk-services>).

In order to facilitate teaching and learning, the elearning systems (<https://elearning.um.edu.mo>) below are provided.

- **UMMoodle** provides a space for teachers to post teaching materials and conduct online activities. Users can have self-learning, online-testing, and lecture discussions, submit assignments and check their learning progress.
- **ePortfolio** is a web system that allows users to record and share evidence of learning.

It provides functions of blogs, social networking and learning records.

- **Community** provides various activity modules for assisting users in managing attendance records and facilitating information sharing for academic research projects.
- **Zoom** assists UM members in the organization of online meetings, presentations, interviews, teaching and learning activities.

For any general consultation and assistance in using facilities and services, please contact ICTO Help Desk at room E5-2085 of Central Teaching Building, email: icto_helpdesk@um.edu.mo. Moreover, in order to make the best possible use of the computing facilities and services, ICTO regularly offers training courses to our staff and students on the use of our computing facilities.

For more information about ICTO, please visit our homepage at <https://icto.um.edu.mo>.