

ACADEMIC SUPPORT SERVICES

Information and Communication Technology Office

The Information and Communication Technology Office (ICTO) has offices located primarily in Central Teaching Buildings and Administration Building, and provides general computing services to all staff and students of the University. The Office is organized to serve three main functions:

1. Academic Computing and Technology Services Section (ACTS) provides information technology (IT) facilities for general teaching, learning and research activities; explores and promotes the use of most suitable IT in the University; adopts or develops IT systems that facilitate the management of teaching and living facilities in campus;
2. Infrastructure and User Services Section (IUS) provides IT and communication infrastructures, general office IT facilities and support service for the University;
3. Information Management Section (IMS) provides the development of the University core administrative information systems, the application and technical support services for the University core administrative functions, and maintenance of the infrastructure of core administrative information systems.

There are computing facilities provided by ICTO at Central Teaching Building E6 for academic purposes:

- On 2/F and 3/F: There are 6 computer rooms for conducting general education and computer literacy related courses. They are located at room E6-2092, E6-2093, E6-2095, E6-3092, E6-3093 and E6-3094. These computer rooms are equipped with personal computers installed with Windows 10 operating system and general application software. Computer rooms E6-3092, E6-3093 and E6-3094 are open 24 hours, other rooms are open Monday to Saturday from 07:30 to 24:00 (excluding public holidays). All computer rooms run unattended on Saturdays, Sundays, public holidays, and during non-office hours.
- On 1/F: There are 5 multimedia personal computer rooms E6-1091d, E6-1091e, E6-1091f, E6-1091g and E6-1091h. These rooms are equipped with professional software and hardware. Students can edit and do the post-production on multimedia files as well as output them into computer and Internet playable format.
- On G/F: Notebook loaning service for students is available at service counter, room E6-G111h. In the same area, there are some fast access computers for printing purpose.

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.

The UM Campus Card is a multi-purpose smart card. It is issued to staff members as Staff ID Card by the Human Resources Section of the Office of Administration (ADMO-HRS), and to students as Student ID Card by the Registry and the Graduate School. Just like a traditional student or staff ID card, your name, photo, student or staff number and library ID are printed on the card. Some data such as your name, student or staff number, is stored on the embedded microprocessor chip. In addition to being an identification card, the UM Campus Card can be used as a facility access card, a library card, a staff medical card, and an electronic purse.

All current staff and students of the University of Macau are eligible to have their own set of

computer accounts for the general computing systems managed by ICTO. These computer accounts allow you to run PC applications, to use printing service and to access your e-mail.

ICTO provides the following systems to facilitate teaching and learning:

- UMMoodle (ummoodle.umac.mo) 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 (eportfolio.umac.mo) 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 (community.umac.mo) provides various activity modules for assisting users in managing attendance records and facilitating information sharing for academic research projects.

ICTO provides wired network connectivity across the campus at offices, laboratories, and student living areas. Wireless network mainly covers all classrooms, offices, canteens, hostels, indoor common areas and some outdoor squares. To get connected, you need to login with UMPASS ID and password. Once connected, you can access the University's network based resources and services. We provide SSL VPN service for accessing UM internal resources with web browsers or SSL VPN client in a secure way.

Adding value to our campus network, the University organizes "Notebook computer promotion programme" which aims to encourage mobile computing on campus.

General consultation and assistance in using facilities and services are available from ICTO Help Desk at room E5-2085 of Central Teaching Building. For more information about ICTO, please visit our homepage at <https://icto.umac.mo/>.