Balancing the load

The system can carry a lot!

After many months of discussions, decisions, and data conversions, we’re approaching the final few weeks and days leading up to using MaineStreet to enroll University of Maine System students in classes for Fall Semester 2008.

Testing capacity

One important final step that was completed before prime time is load testing. MaineStreet is capable of handling the demand that will be placed upon it, but load testing helps us to configure things in the most efficient way. Students have been frustrated in the past when they received “busy signals” from WebDSIS. Now, we want to ensure that students, faculty, and advisors are able to access the enrollment and class search pages without delays.

Several weeks of simulations approximated the number of hits the system might sustain during peak periods of registration. There is the potential—quite unlikely, but possible—that 33,000+ UMS students could be touching the system at the same time.

Distributing users evenly

The load tests have resulted in the deployment of some load-balancing technology, which more evenly distributes attempts to use the system. MaineStreet is able to accommodate more registrations at a time than WebDSIS allows. But we still want to be especially careful to balance the load to minimize delays during this initial registration period.

Tweaking schedules

Last-minute changes in registration schedules for some of the campuses are being made. These tweaks will spread out some of the load at peak times so the system can provide good response when it is hit hard for registration.

Be on the lookout for important announcements from your campus regarding times for student registration. If you have questions, contact your campus Registrar’s or Student Records office.

The importance of signing out

The load testing process pointed out how important it is for us to sign out of MaineStreet when we are finished working.

If you haven’t been doing so, please remember to click on “Sign out” in the upper right-hand corner (shown here). When you do this, you are taken to a page from which you can close your browser (assuming you really are finished and meant to sign out) or log directly back in to MaineStreet.

Signing out properly frees up a connection to the MaineStreet system.

(This will apply to HR and Financials also, which is a change from past procedure. Clicking on “Return to portal” is still fine, but now you can also click on “Sign out” from HR and Financials.)
MaineStreet and Campus Solutions: what is what

The MaineStreet portal is where UMS faculty, staff, and students access MaineStreet (formerly PeopleSoft) systems. This includes Financials, Human Resources, and Campus Solutions.

Campus Solutions is the name of the student administration system. The hierarchy is:

Campus Solutions—the name for the whole package, which consists of:
- Campus Community—biodemographic info for students, faculty, staff; implemented July 31, 2006
- Admissions—where applications are processed; implemented July 31, 2006
- Student Records—course registration, class schedule, grading, et al.; going live in March 2008
- Advisement—what we refer to as Degree Audit; campus-based, beginning in March 2008
- Student Financials—student billing; to be implemented in July 2008
- Financial Aid—to be implemented beginning in February 2009

Access to all of these functions (Financials, HR, Campus Solutions) and training materials for them is through the MaineStreet portal at http://mainestreet.maine.edu.

How to find training materials on the MaineStreet portal…that was easy!

In the mid-February News you learned how to access UPK help by clicking on the “Help” link while working on a page in MaineStreet.

Here you see how to find UPK and other training tools and documents on the MaineStreet portal. You don’t have to log in.

Before you log in, you see a link to Training Tools and Materials in the left menu bar. Simply click on it.

The screen above shows the options available when you then select Campus Solutions.

Training documents and UPK help are also available for HRMS and Financials from the Training Tools and Materials link.
**Where can I find...?**

<table>
<thead>
<tr>
<th><strong>TO FIND:</strong></th>
<th><strong>USE THIS URL:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>How to log in to the MaineStreet portal for faculty and staff</td>
<td>Go to the portal at <a href="http://mainestreet.maine.edu">http://mainestreet.maine.edu</a> and select <strong>Faculty and Staff</strong> or go directly to <a href="http://www.maine.edu/system/mainestreet/EmployeeAccountInfo.php">http://www.maine.edu/system/mainestreet/EmployeeAccountInfo.php</a></td>
</tr>
<tr>
<td>How to log in to the MaineStreet portal for students</td>
<td>Go to the portal at <a href="http://mainestreet.maine.edu">http://mainestreet.maine.edu</a> and select <strong>Current Students</strong> or go directly to <a href="http://www.maine.edu/current/psoft/umsacctinfo.php">http://www.maine.edu/current/psoft/umsacctinfo.php</a></td>
</tr>
<tr>
<td>User guides and training materials for faculty and staff</td>
<td>Before you log in to the MaineStreet portal at <a href="http://mainestreet.maine.edu">http://mainestreet.maine.edu</a>. Choose <strong>Training Tools and Materials.</strong> <em>(Includes materials for Financials, HR, Campus Solutions)</em> See screen shots on previous page of this newsletter.</td>
</tr>
<tr>
<td>User guides and training materials for students</td>
<td>After you have logged in to the MaineStreet portal at <a href="http://www.mainestreet.maine.edu">http://www.mainestreet.maine.edu</a>. Look for links on the Student Message Center.</td>
</tr>
<tr>
<td>User guides and demos for prospective students and applicants</td>
<td>Go to the portal at <a href="http://mainestreet.maine.edu">http://mainestreet.maine.edu</a> and click on <strong>Applicants for admission</strong> or visit the UMS Prospective Students website page at <a href="http://www.maine.edu/prospective/">http://www.maine.edu/prospective/</a>. Select <strong>Application Services</strong> and then <strong>Information for Applicants.</strong></td>
</tr>
</tbody>
</table>

**TWO IMPORTANT REMINDERS:**

1. Every employee and student in the University of Maine System is assigned an email address that ends with “@maine.edu.” Important university-related information is sent to employees at this address (including this newsletter). If you or colleagues are not receiving this via email, it may be because you use a different email system to which you have not forwarded your @maine.edu mail. Please visit [http://www.mail.maine.edu/](http://www.mail.maine.edu/) for instructions about forwarding your @maine.edu mail.

2. If you have trouble logging in to MaineStreet, clear your browser cache of temporary files, cookies, history, etc. You’ll probably be successful the next time you log in.
If you encounter difficulties using Campus Solutions in MaineStreet, here is how to find help. For help with other MaineStreet (Financials, HR) applications, visit [http://www.maine.edu/system/mainestreet/helpall.php](http://www.maine.edu/system/mainestreet/helpall.php)

### Employees at University of Maine at Augusta, University College-Bangor, and University College Outreach, call:

<table>
<thead>
<tr>
<th>Phone</th>
<th>Name</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>621-3475</td>
<td>Augusta Help Desk</td>
<td>UMS account activation and MaineStreet login/access</td>
</tr>
<tr>
<td>262-7743</td>
<td>Bangor Campus Help Desk</td>
<td>UMS account activation and MaineStreet login/access</td>
</tr>
<tr>
<td>621-3140</td>
<td>Kathy Trask</td>
<td>Admissions</td>
</tr>
<tr>
<td>262-7808</td>
<td>Marcia Mower</td>
<td>Campus Community</td>
</tr>
<tr>
<td>621-3216</td>
<td>Emily Johnston</td>
<td>Security</td>
</tr>
<tr>
<td>621-3063</td>
<td>Holly Maffei</td>
<td>Student Financials</td>
</tr>
<tr>
<td>621-3145</td>
<td>Ann Corbett</td>
<td>Campus Community and Student Records</td>
</tr>
<tr>
<td>621-3361</td>
<td>Claudia Quintal</td>
<td>Campus Community</td>
</tr>
<tr>
<td>262-7743</td>
<td><a href="mailto:trask@maine.edu">trask@maine.edu</a></td>
<td>Admissions</td>
</tr>
<tr>
<td>262-7743</td>
<td><a href="mailto:annie@maine.edu">annie@maine.edu</a></td>
<td>Campus Community and Student Records</td>
</tr>
<tr>
<td>262-7743</td>
<td><a href="mailto:claudia@maine.edu">claudia@maine.edu</a></td>
<td>Campus Community</td>
</tr>
<tr>
<td>262-7743</td>
<td><a href="mailto:mower@maine.edu">mower@maine.edu</a></td>
<td>Campus Community</td>
</tr>
<tr>
<td>262-7743</td>
<td><a href="mailto:emily@maine.edu">emily@maine.edu</a></td>
<td>Security</td>
</tr>
<tr>
<td>262-7743</td>
<td><a href="mailto:maiffe@maine.edu">maiffe@maine.edu</a></td>
<td>Student Financials</td>
</tr>
</tbody>
</table>

### Employees at University of Maine at Farmington, call:

<table>
<thead>
<tr>
<th>Phone</th>
<th>Name</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>778-7300</td>
<td>Computer Center Help Desk</td>
<td>UMS account activation and MaineStreet login/access</td>
</tr>
<tr>
<td>778-7056</td>
<td>Lynda Kinley</td>
<td>Admissions</td>
</tr>
<tr>
<td>778-7241</td>
<td>Carla DeGraw</td>
<td>Campus Community and Student Records</td>
</tr>
<tr>
<td>778-7254</td>
<td>Sharon Nadeau</td>
<td>Security, Student Financials</td>
</tr>
<tr>
<td>834-7818</td>
<td>IT Help Center</td>
<td>UMS account activation and MaineStreet login/access</td>
</tr>
<tr>
<td>834-7602</td>
<td>Jill Caims</td>
<td>Admissions</td>
</tr>
<tr>
<td>834-7521</td>
<td>Don Raymond</td>
<td>Campus Community, Student Records, Security</td>
</tr>
<tr>
<td>834-7550</td>
<td>Leslie Guerrette</td>
<td>Student Financials</td>
</tr>
</tbody>
</table>

### Employees at University of Maine at Fort Kent, call:

<table>
<thead>
<tr>
<th>Phone</th>
<th>Name</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>255-1237</td>
<td>IT Help Desk</td>
<td>UMS account activation and MaineStreet login/access</td>
</tr>
<tr>
<td>255-1223</td>
<td>Mary Stover</td>
<td>Campus Community, Student Records, Security</td>
</tr>
<tr>
<td>255-1365</td>
<td>P.J. Singh</td>
<td>Admissions</td>
</tr>
<tr>
<td>255-1312</td>
<td>Barbie Holmes</td>
<td>Student Financials</td>
</tr>
</tbody>
</table>

### Employees at University of Maine at Machias, call:

<table>
<thead>
<tr>
<th>Phone</th>
<th>Name</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>768-9626</td>
<td>Computer Services</td>
<td>UMS account activation and MaineStreet login/access</td>
</tr>
<tr>
<td>768-9610</td>
<td>Nola Belanger</td>
<td>Admissions</td>
</tr>
<tr>
<td>768-9547</td>
<td>Eldon Levesque</td>
<td>Campus Community, Student Financials, Security</td>
</tr>
<tr>
<td>768-9581</td>
<td>Kathy Davis</td>
<td>Student Records</td>
</tr>
</tbody>
</table>

### Employees at University of Maine at Presque Isle, call:

<table>
<thead>
<tr>
<th>Phone</th>
<th>Name</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>780-4029</td>
<td>Help Desk</td>
<td>UMS account activation and MaineStreet login/access</td>
</tr>
<tr>
<td>780-5724</td>
<td>Jon Barker</td>
<td>Admissions</td>
</tr>
<tr>
<td>780-5107</td>
<td>Steve Rand</td>
<td>Campus Community, Student Records, Security</td>
</tr>
<tr>
<td>780-5911</td>
<td>Pat Davis</td>
<td>Security, Query Reporting</td>
</tr>
<tr>
<td>780-4002</td>
<td>Marty Berry</td>
<td>Student Financials</td>
</tr>
<tr>
<td>780-4027</td>
<td>Holly Spencer</td>
<td>Student Financials</td>
</tr>
</tbody>
</table>

### Employees at University of Southern Maine, call:

<table>
<thead>
<tr>
<th>Phone</th>
<th>Name</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>581-2506</td>
<td>IT Help Desk</td>
<td>UMS account activation and MaineStreet login/access</td>
</tr>
<tr>
<td>581-1563</td>
<td>Mary Chappelle</td>
<td>Admissions</td>
</tr>
<tr>
<td>581-1318</td>
<td>Linda Reid</td>
<td>Campus Community, Student Records</td>
</tr>
<tr>
<td>581-1298</td>
<td>Roberta Hussey</td>
<td>Security</td>
</tr>
<tr>
<td>581-1309</td>
<td>Doug Meswarb</td>
<td>Security</td>
</tr>
<tr>
<td>581-1293</td>
<td>Tammy Light</td>
<td>Student Records</td>
</tr>
<tr>
<td>581-1546</td>
<td>Jake Sension</td>
<td>Student Financials</td>
</tr>
<tr>
<td>581-1521</td>
<td>Dennis Casey</td>
<td>Student Financials</td>
</tr>
<tr>
<td>581-1521</td>
<td>Dawn-Marie Glidden</td>
<td>Student Financials</td>
</tr>
</tbody>
</table>