General Questions

What is MaineStreet and what do I do there?

MaineStreet UMS is the University of Maine System’s online administrative computing system. As a student, you use the MaineStreet portal to access your Student Center where you will find your personal, academic, and financial information.

What is the difference between my Student ID and my UMS User ID? Why do I need them both?

Your **UMS User ID** is what you use to login to MaineStreet and other UMS systems such as your UMS email account (@maine.edu), Blackboard and WebCT. Your **Student ID** is the ID that uniquely identifies you within MaineStreet and other UMS systems.

MaineStreet and your UMS Account

How do I log in to MaineStreet?

Log in to MaineStreet using your **UMS User ID and password**. This ID is usually your first and last name separated by a period (e.g. robert.student). If you’ve forgotten your password see ‘What if I’ve lost my MaineStreet password?’ below.

If you have not yet activated your UMS Account, refer to ‘How and where do I activate my UMS Account?’ below.

How and where do I activate my UMS Account?

You’ll need your Student ID and an activation key to activate your UMS Account. This information is sent to you from the campus you submitted an application to. If you are a current student and do not know your Student ID or activation key, please contact your campus’ computing Help Desk (see ‘Where to get help’ near the end of this document).

To activate your UMS Account, navigate to [http://mail.maine.edu](http://mail.maine.edu) and click on the ‘Account Activation’ link. For more detail on activating your UMS Account, refer to the [Current Students UMS Account](http://mail.maine.edu) page.

How and where do I change my UMS Account password?
Navigate to http://mail.maine.edu and click the ‘Change your UMS user account password’ link. Refer to the Current Students UMS Account page.

**What if I’ve lost my UMS Account password?**

Navigate to http://mail.maine.edu and click the ‘Reset a lost password’ link. Refer to the Current Students UMS Account page.

**How can I find my Student ID?**

Log in to MaineStreet and navigate to your Student Center (under Student Self-Service). Your Student ID is in bold at the top of the page. If you are not able to log in to MaineStreet, ask a departmental administrative assistant or your Registrar’s office for assistance.

**UMS Account Email (@maine.edu)**

The UMS email account (@maine.edu) is the official email account for the University of Maine System. Within MaineStreet it is referred to as the “Business Address.” While you are a UMS student all official university email will be sent to either the Business or Campus email address. Your campus Admissions or Registrar Office will inform you which address is used for official notifications.

**How do I receive mail using my UMS email (@maine.edu) account?**

There are two methods available for sending and receiving your UMS email: using Google Apps for student email, or via a POP- or IMAP-based email client. To use Google Apps, navigate to http://mail.maine.edu and follow instructions provided.

For more information on POP/IMAP access to your UMS e-mail account, you may view an interactive demonstration about how to check your email account using Outlook Express at http://www.maine.edu/system/mainestreet/training/UMSEmailwithOE.html.

**Can I forward the mail sent to this account?**

Yes, you may forward mail sent to your @maine.edu account. Navigate to http://mail.maine.edu and click on ‘Change the destination of email sent to your @maine.edu address’. Note that it is your responsibility to ensure that the email address to which you forward your UMS email is a working address. Because your UMS email account is typically where all official UMS notifications are sent (i.e. financial aid, Bursar’s Office, Student Employment and campus alert notifications), failure to check your UMS
email, either directly or through the forwarding account, may have negative consequences.

**What are the different email addresses in the MaineStreet Student Center used for?**

- **Business** is your UMS (@maine.edu) email address *
- **Campus** is your campus email address (where applicable)
- **Home** is your home email address
- **Other** can be used to store another contact email address

* Note that you may not edit the Business email address via the MaineStreet Student Center

**What are the different mailing Address types in the MaineStreet Student Center used for?**

You may have up to five separate mailing addresses, and up to six addresses if you are a student employee:

- **Home** is your permanent address.
- **Mailing** is your current or local address.
- **Billing** is where your student bill is sent.
- **Business** is your off-campus work address. *
- **Residence** Hall is for students living on campus. *
- **Campus** is your student employment location. *

* Note that you may not edit these addresses via the Student Center

**What are the different Name types in the MaineStreet Student Center used for?**

- **Primary** is your full legal name *
- **Preferred** is your favored name
- **Diploma** is the name you wish to have printed on your diploma

* Note that you may not edit this name type via the Student Center; refer to ‘How can I change my “Primary” name?’ below.

**How can I change my “Primary” name?**

Only the Office of Student Records may change your Primary name; contact the appropriate administrative office on your campus to initiate a primary name change.

Special note for student employees:
Student employees and employees who are students must update biodemographic data – names, addresses, etc. – in both MaineStreet Human Resources and MaineStreet Campus Solutions. To update Human Resources information, use the ‘Employee Self-Service’ menu item; to update Campus Solutions information, use the ‘Student Self-Service’ menu item.

For how-to guides about changing your bio-demographic information in MaineStreet, go to http://www.maine.edu/system/mainestreet/infoforcurrentstudents.php.

Privacy & Security

What is FERPA?

FERPA stands for Family Educational Rights and Privacy Act. FERPA is a federal law that protects the privacy of student education records. From the U.S. Department of Education Web site (http://www.ed.gov/policy/gen/grad/ferpa/index.html):

“FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level.”

What is Public Directory Information? What is considered ‘Public Directory Information’?

Public directory information is information that the University may disclose without consent. UMS considers the following data Public Directory Information:

- Name
- Degrees and Awards received (including dates)
- Address (excludes email)
- Most recent previous educational institution attended
- Phone
- Participation in sports and activities
- Date of birth
- Class level
- Program of study
- Enrollment status (full/part-time)
- Dates of attendance
- Appropriate personal athletic statistical data

Can I restrict the release of my public directory information?
Yes. By default, a student’s directory information is *releasable* – release is allowed without the student’s consent. You may change this via the MaineStreet Student Center. If you wish to restrict the release of your directory information, please note the following:

“If a student requests that directory information not be released, no information will be released to any requestor, including insurance companies and prospective employers, without the expressed written consent of the student. Nor will the student's name be included in the published Dean's List, student directory, commencement brochure or any other institutional publication or press release.”


**How can I choose a secure password?**

For some tips on choosing and protecting your password, see [http://www.maine.edu/current/ms/Pickprotectpassword.php](http://www.maine.edu/current/ms/Pickprotectpassword.php).

**Should I ever change my password?**

Yes. You should change your password on a regular basis. Computer systems worldwide are prone to an ever-increasing number of malicious attacks by people searching for personal information. This information can be used for identity theft purposes or simply to cause a disruption of service. Much thought and effort has been applied to protecting our computing systems but our largest risk is associated with passwords that can be uncovered.

**Where to Get Help**

**Who do I contact if I'm having trouble logging in to MaineStreet?**

Contact your Campus’ Help Desk. The help desk numbers are listed below.

UMA, UC-B, and University College Outreach.....621-3475  
UMF.............................................................778-7300  
UMFK............................................................834-7818  
UMaine.......................................................581-2506  
UMM............................................................255-1237  
UMPI............................................................768-9626  
USM............................................................780-4029

**Who do I contact if I'm having problems using MaineStreet?**
Navigate to http://www.maine.edu/system/mainestreet/helpall.php. There you'll find, listed by campus, all help contacts for all things MaineStreet.

**Blackboard**

*What is Blackboard?*

Blackboard is an online portal which acts as a gateway to various online courses offered by UMS campuses.

*How do I log in to Blackboard?*

Navigate to https://www.courses.maine.edu/ and log in using your UMS User ID and password. See the section titled ‘MaineStreet and your UMS User Account’ for answers to questions regarding your UMS User ID.