



L-Università
ta' Malta

IT Services

STUDENT INFORMATION



FACILITIES AND SERVICES

IT Services

The IT Service Desk is the primary point of contact for UM staff and students to report IT related issues, seek further information about our services, find our self-help guides or chat online with a support agent. IT Services manages the University's IT infrastructure and supports the teaching, learning, research and public engagement activities of the University through efficient and effective use of information and communication technologies.

↖ um.edu.mt/itservices

eduroam Wi-Fi

eduroam Wi-Fi service is available to connect your personal devices throughout the University and other local and foreign institutions (participating in eduroam) using your UM IT Account. An active Internet connection (e.g. cellular data or your home network) is required when setting it up for the first time.

↖ um.edu.mt/itservices/wifi

Workstations

IT Services computers (Windows and Mac) for individual and group study are available in various open access areas across the campus, including:

- ⊗ IT Services
- ⊗ Library
- ⊗ Health Sciences Library (Mater Dei)
- ⊗ Faculty of Media and Knowledge Sciences (Mac computers)

↖ um.edu.mt/itservices/openaccess

Google Workspace

↖ um.edu.mt/google



Gmail



Calendar



Drive



Chat



Meet

VLE (Moodle)

Provides access to study material, resources, lecture recordings (Panopto) and virtual classroom software (Zoom). Plagiarism detection software (Turnitin) may be used to scan your coursework and dissertation for potential plagiarism.

↖ um.edu.mt/itservices/vle

Printing and scanning

Laser printing (colour or black and white) is available in open access areas on a self-service basis using printing credits (which you can purchase online). Wide-format printing (A0) and scanning facilities are also available.

↖ um.edu.mt/itservices/printing

Software

IT Services provides software (e.g. IBM SPSS, Microsoft, NVivo, ArcGIS, Autodesk) for academic-related purposes. Some software is available against a fee.

↖ um.edu.mt/itservices/software



Training Courses

🕒 Turnitin (Plagiarism Detection) 🕒 IBM SPSS (Data Analysis)

👉 um.edu.mt/itservices/trainingstudents

Orientation Sessions

At the start of each semester, freshers are invited to attend a session to learn more about the various IT facilities and services offered by IT Services. To attend, register online.

👉 um.edu.mt/itservices/orientation

Support Services

IT Service Desk and Self-Service Portal: 👉 um.edu.mt/itservices/help

IT Services Building: Room 21, Main Campus | +356 2340 4112

Faculty of Health Sciences: Block A1, Room 22, Mater Dei Hospital | +356 2340 1112

USEFUL LINKS

Mail: um.edu.mt/mail

eSIMS: um.edu.mt/esims

VLE: um.edu.mt/vle

Turnitin: um.edu.mt/turnitin

Google Workspace: um.edu.mt/google

RefWorks: um.edu.mt/refworks

Manage UM IT Account:
um.edu.mt/login

My UM App: um.edu.mt/myum

A to Z list of services:
um.edu.mt/itservices/az

FIND US

The IT Services Building is found next to the entrance to Car Park 3 (no. 34 on map).



UNIVERSITY OF MALTA

The University of Malta traces its origins to the founding of the Collegium Melitense which was set up in 1592. Today, it hosts over 11,000 students following full-time and part-time degree and diploma courses. The University of Malta is the highest teaching institution in Malta. It is publicly funded and its structures are in line with the Bologna Process and the European Higher Education Area. It strives to provide courses that are relevant to contemporary needs of the industry and employers.

IT SERVICES

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Opening Hours - Academic Year 2022/23

Open Monday to Friday (excluding public holidays)

3 October 2022 - 15 June 2023

Reception: **08:00 - 17:00**

IT Service Desk: **08:00 - 18:30**

Open Access Areas: **08:00 - 20:00**

Refer to website for Christmas/Easter recess opening hours

16 June - 29 September 2023

Reception, IT Service Desk and

Open Access Areas: **08:00 - 13:00**

↖ um.edu.mt/itservices/openinghours



**L-Universit 
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IT SERVICES

University of Malta

Msida MSD 2080

↖ um.edu.mt/itservices

☎ +356 2340 4100/4112