

COMPUTING SERVICES: DIVISION OF INFORMATION TECHNOLOGY

0100 Patuxent Building
Phone: 301-405-1500
itsupport@umd.edu
<https://it.umd.edu>

Vice President and Chief Information Officer: Jeffrey K. Hollingsworth, Ph.D.

The Division of Information Technology is part of a University of Maryland student's everyday academic and social life. The division plans, develops, supports, and maintains computing, networking, and telecommunications services for the university community to enhance both day-to-day academic and business goals and to further the university's standard of excellence in education and research.

Many faculty members have integrated technology into courses, both inside and outside of the classroom. Through Canvas, the university's Enterprise Learning Management System (ELMS) (<http://elms.umd.edu>), instructors can provide online course materials, collect assignments, post grades electronically, and hold discussion sessions. DIT provides projectors, cameras, and video capture in most classrooms.

The university's wireless network provides convenient wireless access in all academic and residential buildings on campus and select outdoor areas. Every student living in a residence hall also has a dedicated high-speed data jack to use when connecting to the university network from their room. Students are encouraged to use their university-provided TERPmail (<https://terpmail.umd.edu>) Google Workspace accounts for email, collaborating with others, and syncing files on multiple devices.

To provide students with access to generative AI, DIT provides TerpAI (<https://ai-resources.umd.edu/resources/services/terpai/>) to all students, faculty and staff at UMD. TerpAI is a powerful generative AI tool that leverages OpenAI's technology and is designed to ensure accessible, affordable, and secure artificial intelligence for university community members.

Service Desk staff (301-405-1500) are available to answer IT questions and provide tech support, and they can be contacted by email, over the telephone, and via live chat. The Service Desk website (<https://itsupport.umd.edu>) enables you to consult support articles that provide how-to information and a catalog of IT services, check and subscribe to service alerts (https://itsupport.umd.edu/itsupport/?id=kb_article&sysparm_article=KB0011368), and initiate and track help requests online 24/7.

In-person IT support is available at Terrapin Tech in the Patuxent Building on campus. Terrapin Tech's certified technicians can assist you with school tech recommendations, software installations, data backups, virus removals, and more.

Many popular software titles are available at no individual cost via downloads or subscriptions through TERPware (<https://terpware.umd.edu>), including Microsoft Office, Adobe Creative Suite, MATLAB, Mathematica, and more. Discounts on cellular devices and service (<https://itsupport.umd.edu/itsupport/>)

id=kb_article_view&sysparm_article=KB0016183) are also available to University of Maryland students.