



Welcome to UMass Lowell

Getting Started with Web Self-Service & Email

Step 1 ▶ Log into Student Self-Service.

- Go to <http://isis.uml.edu> and click the **Student Self-Service** link.
- Enter your User ID (capitalize UMS) and your password.
- Click **Sign In**.

*Your initial password is the first two letters of your last name (capitalize the first letter only) followed by your birth date in MMDDYYYY format. For example, if John Smith was born on January 12, 1976, his password would be **Sm01121976**.*

IMPORTANT: *If you have previously been admitted to UMass Lowell, UMass Boston or UMass Dartmouth, you should use your most recent password. If your last login less than 120 days ago, proceed to Step 4.*

Step 2 ▶ Change your password.

- The system will force you to change your password. Carefully read the password rules on the left side of the page.
- Fill in the fields shown and click Change Password.

If your new password is accepted, you will be redirected to the login page (as in Step 1 above).

Step 3 ▶ Answer the secret questions.

- After logging in using your new password, the system will ask you to set up your Forgotten Password help. By setting up your answers to secret questions, you will be able to reset your password electronically using your UML email account.
- Enter the requested information.
- Click **Submit**.



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Step 4 ▶ Update your emergency contact information.

Learner Services

Personal Portfolio View and manage your personal information. Personal Portfolio	Academics Enroll in classes, view and request transcripts, view grades.
Course Catalog and Schedule View course catalog information and look for specific class sections.	Finances View your account, make a payment, and apply for financial aid.

- Click [Personal Portfolio](#).
- Click [Emergency Contacts](#).
- Click the **Add Emergency Contact** or **Edit** button.
- Complete the appropriate fields and click the **Save** button.

Step 5 ▶ View your email address.

Personal Portfolio

Contact Information Manage your name, addresses, phones, internet locations and emergency contacts. Names Addresses Phone Numbers Email Addresses Emergency Contacts	Holds and To Dos View your services holds and to do items. Holds To Do List
Demographic Information View a summary of your demographic information. Demographic Summary	Security Settings Maintain your personal identification numbers, and set personal directory restrictions. User Preferences Password and Personalization

- From the Learner Services page, click [Personal Portfolio](#).
 - Click [EMail Addresses](#).
- Make a note of your email address.*
- You may continue to browse Self-Service. Click [Sign Out](#) when finished.

Step 6 ▶ Log into your email account.

UMass Lowell Webmail

User Account:

Password:

Client (what's this?)
 Premium
 Basic

Security (what's this?)
 Public or shared computer
 Private computer

- Go to <https://webmail.student.uml.edu>.
 - Enter your email address in the User Account field.
 - Enter your password in the Password field.
- Your initial password for the email system is your ISIS User ID (see 'Welcome to UMass Lowell' email or enclosed letter). Example: UMS12345678*
- Click [Log On](#). You will be prompted to change your email password and log in again.

Getting Help

Off-Campus: Call the Help Desk at 978 / 934-4357 or 866 / 435 – 7437 if you need assistance.

On-Campus: Call the Help Desk at x4357.
Visit the Help Desk in Olsen Hall, First Floor.

Please continue to monitor your email as the University sends official communications to your @student.uml.edu account. For more information, visit www.uml.edu/it.