



# Faculty Guide to Technology Services



## Technical Support

<https://oit.rice.edu/get-help>

OIT's computing support staff can help with your computer, email, accounts and more. The OIT Help Desk is the central point of contact for support, questions, and individual consultation.

### OIT Help Desk

8:00 am - 6:00 pm, Monday - Thursday

8:00 am - 5:00 pm, Friday  
*(except holidays)*

Online: <https://oit.rice.edu/request-help>

Email: [helpdesk@rice.edu](mailto:helpdesk@rice.edu)

Phone: 713-348-HELP (4357)

Online help: <https://kb.rice.edu>

### Classroom Technical Problems

Call 713-348-4989 if you experience technical issues while teaching in an Office of the Registrar (OTR) scheduled room.

In-person support is available:

8:00 am - 6:00 pm, Monday - Thursday

8:00 am - 5:00 pm, Friday  
*(except holidays)*

Telephone support is available at all other times.

**OIT provides computing  
resources and support for  
teaching, research, and  
administration.**

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## Instructor Technology Support

<https://teaching.rice.edu>

**Call 713-348-4989  
if you experience  
technical issues  
while teaching.**

OIT's Learning Environments group manages Canvas, which is Rice's learning management system, provides instructional technology systems referred to as podiums in classrooms and computer teaching labs, and supports and trains faculty to use a variety of digital teaching tools.

Training Center (workshops, consultations, newsletter)

<https://canvas.rice.edu/courses/299>

Classroom Support (training, videos, FAQs)

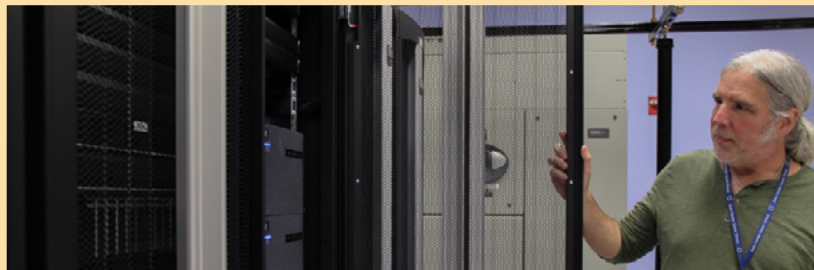
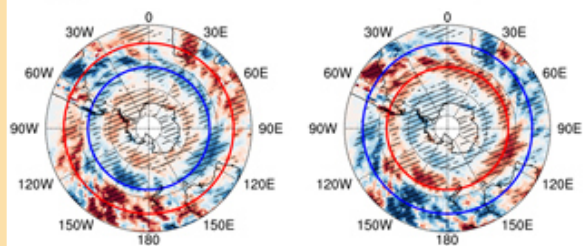
<https://teaching.rice.edu/classroom-support>

## Campus Network

<https://oit.rice.edu/services/networks-wireless>

Rice's wired network is the most reliable way to connect to the internet on campus. To access it, use an ethernet cable to plug into the network port in your office. For wireless connections, use Rice Owls, which is encrypted and open only to the Rice community (login with your NetID credentials). The other available wireless network, Rice Visitor, is not recommended because it is unencrypted and open to the public (no login required). If you are working from off campus, VPN gives you a secure connection to the campus network.





## Research Computing Resources

<https://researchcomputing.rice.edu>

OIT's Center for Research Computing (CRC) provides cyberinfrastructure and services to support researchers across Rice and is the primary contact for all research-related computing service inquiries. The CRC maintains and administers Rice's shared computing clusters, on-premises cloud, research storage, and resources for storing and computing on Controlled Unclassified Information. The CRC provides user services and training, consultation and application support, collaboration on proposals, and facilitated access to regional and national computing resources, and commercial cloud facilities.

## Securely Storing Data

<https://oit.rice.edu/services/storage-backup>

A variety of storage options are available for your data. OIT can offer guidance in selecting the system that meets your needs. Security is one of the most important considerations when comparing storage and collaboration solutions.



## Security Awareness

<https://iso.rice.edu>

Protecting Rice's data and resources is everyone's responsibility but is guided by the Information Security Office. Best practices include: reporting lost/stolen devices, encrypting device or data, storing and sharing data securely, disposing of computing resources properly, managing and protecting passwords, and being on alert for phishing scams.

## Buying a Computer

<https://oit.rice.edu/services/purchasing>

Purchasing procedures vary in each department so check with your area's coordinator. OIT support staff can guide you in what type of computer to buy so that your equipment meets the university's standards.





# Getting Started

<https://kb.rice.edu/103455>

## Activating your NetID Credentials

<https://mynetid.rice.edu>

As a new employee, you will receive an email at your personal email address directing you to visit MyNetID.rice.edu to activate your NetID, your Rice account name. Through this activation process, you will learn what NetID was assigned to you, create your first password, and set up multi-factor authentication. (If you previously had a NetID at Rice from any other previous association, then you will have the same NetID, no activation is required.)

## Managing Email

<https://kb.rice.edu/65783>

For most faculty, your email account is provided through Google Workspace for Education, which provides Email, Calendar, and Contacts. Email for faculty at the Jones Graduate School of Business is provided through ExchangeOnline.

## Computing Accounts

<https://oit.rice.edu/services/accounts-access>

Your NetID is used in conjunction with Duo, an authentication service, for systems that require an additional layer of security (such as iO, VPN, and mynetid.rice.edu (online account management system)). To learn more, search in the KnowledgeBase at <https://kb.rice.edu>.

AD Rice	To log onto most office and lab computers on campus
Box	Encrypted file storage and collaborative space
Canvas	Learning management system
Duo	Multi-factor authentication service
Esther	Academic course registration and grade system
Google	Google Workspace for Education includes Drive, Docs, Sheets, Slides, Chat, and Meet
iO	Administrative system for employee self-service functions (view pay stubs, set up direct deposit, etc.) as well as access (where applicable) department finance and procurement transactions, and post-award grant financial management data.
Office 365	Microsoft Office 365 applications includes OneDrive, Word, Excel, PowerPoint, and Teams
VPN	Virtual private network provides secure transportation of data between a computer outside of Rice to the campus network
Zoom	Videoconferencing system