



Faculty Guide to Technology Services

Fall 2020

The Office of Information Technology (OIT) provides computing resources and support.

Need help?
**Contact the
OIT Help Desk**

Online form:

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

Email:

helpdesk@rice.edu

Phone:

713-348-HELP (4357)
8:00 am - 5:00 pm, M-F

Online instructions:

<https://kb.rice.edu>

Services:

<https://oit.rice.edu>

Contactless support only.
Walk-in services and office visits have been suspended.

What technologies are available to instructors?

<https://oit.rice.edu/remote-teaching-resources>

Rice's learning management system is called Canvas. Instructional systems or podiums are available in classrooms across campus and enable faculty to teach using a variety of digital teaching tools. See web site for instructor training and Fall 2020 Technology Planning.

What research computing resources are available?

<https://oit.rice.edu/research-computing>

The OIT Center for Research Computing (CRC) provides shared facilities and services to support researchers across Rice and is the primary contact for all research-related service inquiries. Operating best-in-class, shared facilities, the CRC can also facilitate access to regional, national, and commercial cloud facilities. The CRC provides user services and training as well as application and proposal consulting.

How can I securely store my 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.

How do I get computing help?

<https://helpdesk.rice.edu>

OIT's computing support staff helps with your computer, Canvas, classroom podiums and more. The OIT Help Desk is the central point of contact for technical support. See sidebar for details.

How do I buy a new computer?

<https://oit.rice.edu/services/hardware-software>

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

Security Awareness

Protecting Rice's data and resources is everyone's responsibility.

To learn about securing Rice information and protecting university resources, take the Rice Cyber Security Awareness Training by logging in to:
<https://canvas.rice.edu>

Tips and Best Practices
<https://vpit.rice.edu/information-security>

- Report a lost/stolen device
- Encrypt device or data
- Store and share data securely
- Dispose of computing resources
- Manage passwords

Rice Policies
<https://vpit.rice.edu/policy>

- 808: Protection of University Data and Information
- 832: Appropriate Use of Information Technology
- 841: Identity Theft Prevention Program

Regulatory Compliance
<https://vpit.rice.edu/policy>

- FERPA
- HIPPA
- GDPR

How do I manage my email?

<https://oit.rice.edu/services/email-calendar>

Due to the sensitive university data you will handle as a faculty member, your email is managed through an internal campus mail system (<https://ricemail.rice.edu>). Your Rice email can be read using a variety of programs or via the web at <http://webmail.rice.edu>. You can reset your NetID password or request an email alias at <https://mynetid.rice.edu>.

How do I connect to the 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 either Rice Owls, (encrypted and open only to the Rice community) or Rice Visitor (unencrypted and open to the public). If you are working from off campus, VPN gives you a secure connection to the campus network.

What computing accounts are set up for me?

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

Once your information is complete in Rice's employee database, you can learn your assigned "NetID" and set your "NetID password," which are your account name and password for several campus computing systems. Your NetID can be used in conjunction with Duo, a two-factor authentication service, for systems that require an additional layer of security (such as Esther, VPN, and mynetid.rice.edu (online account management system)). To learn more, search in <https://kb.rice.edu>.

ADRice	To log onto most office and lab computers on campus
Box	Encrypted file storage and collaborative space
Canvas	Learning management system
Crashplan	Mac/PC backup service (requires yearly fee ~\$80)
Duo	Two-factor authentication service
Email	Rice email system
Esther	Administrative system for employee self-service functions (view pay stubs, set up direct deposit, etc.); access with NetID and password with Duo encouraged
Google	Faculty, staff, and students have access to Rice G-Suite (Calendar, Docs, Drive, Hangout, and Chat).
Office 365	Faculty, staff, and students have access to Rice Office 365 applications.
VPN	Virtual private network provides secure transportation of data between a computer outside of Rice to the campus network and requires use of Duo.
Zoom	Videoconferencing system

For more information, see: [Getting Started with IT for Faculty and Staff \(https://kb.rice.edu/103455\)](https://kb.rice.edu/103455).