



Graduate Student 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 computing accounts are setup for me?

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

Upon acceptance, you will be assigned your “NetID” and then you can create 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 (Rice’s online account management system)). To learn more about these resources, search in

<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	Two-factor authentication service
Esther	Administrative system and requires use of Duo
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.

How do I manage my email?

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

Graduate student email is managed externally through Rice Google mail. Official communication from the university will be sent only to this account so be sure to monitor it. Access your Rice email online at: <https://myaccount.google.com> with your netid@rice.edu and your Rice Google Apps password.

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 into: <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

Where can I get software?

<https://kb.rice.edu/69000>

Certain software products are available for free or at a discounted rate to current students. Free products include Office 365, Matlab, SAS, SPSS, Mathematica and more. Discounted prices are available for Adobe Creative Cloud, Maple, and others.

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 and 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.

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 instructors to teach using a variety of digital teaching tools. See web site for instructor training and Fall 2020 Technology Planning.

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.

Where can I learn more?

<https://oit.rice.edu>

OIT web sites contain much more information to get you started with new services. You can also consult with the OIT Help Desk for more information and advice. Search the OIT KnowledgeBase for technical instructions at <https://kb.rice.edu> and review the document, Getting Started with IT for Graduate Students (<https://kb.rice.edu/102292>).