Welcome

New Employee 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.

How do I get computing help?

https://helpdesk.rice.edu

The OIT Help Desk is the central point of contact for computing help and support. Help Desk staff answer technical questions and route service requests to other OIT professionals. Submit requests at any time via the web site or email or call during office hours (see sidebar).

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 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 Center for Research Computing (CRC) provides shared facilities and services to support researchers at 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.

What computing accounts are set up for me?

Once information about you is complete in Rice's employee database, you can learn your assigned "NetID" and set your "NetID password," which are your identification name and password for several campus computing systems. Visit https://mynetid.rice.edu to learn your preset NetID and to create your NetID password. 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.

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	Your email can be read using a variety of programs or on the web at http://webmail.rice.edu. You can use your NetID as your email address. For example, if your NetID is dos1, you have the email address of dos1@rice.edu. However, you will also get an email "alias" or "vanity email address" that is based on your name (for example: Don.O.Smith@rice.edu). You can request another alias, such as DOSmith@rice.edu. To set up an alias, go to https://mynetid.rice.edu. When you are logging in to retrieve your email, you must always use your NetID, not an alias.
Esther	Administrative system for employee self-service functions, (view pay stubs, set up direct deposit, etc.); access using 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

Additional Resources

Depending on your role at the university, different resources will be available to you so check with your supervisor or department coordinator as well. For more information, see: Getting Started with IT for Faculty and Staff (https://kb.rice.edu/103455).