



Undergraduate 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 have been
suspended.

Computer Requirements

Undergraduates are required to have a computer and to ensure the computer can adequately handle course work needs, it must meet some minimum standards (<https://kb.rice.edu/69087>). If you need financial assistance, submit an application on the Access and Opportunity portal at <https://aop.rice.edu>.)

Purchasing Advice and Discounts

Buying a new computer? Check out these resources:

Computer Requirements for Undergraduate Students
<https://kb.rice.edu/69087>

Dell Premier Discounts for Rice
<https://www.dell.com/rice>

Apple Higher Education Pricing
<https://www.apple.com/education/higher-education/>

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, and Mathematica. Discounted prices are available for Adobe Creative Cloud, Maple, and others.

Email

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

Your email is managed externally through Rice Google mail. Official communication from the university will only be sent to this account so be sure to check it regularly.

Duo

<https://kb.rice.edu/82263>

You must enroll in two-factor authentication using Duo, which provides security for access to university data, personal data, and some accounts. Duo is required when using Esther, VPN to access university resources from off campus, and to access the Online Account Management System (<https://mynetid.rice.edu>).

Help Desk

We can help...

- *reset passwords*
 - *setup email*
- *connect to network*
- *help with printing*
- *troubleshoot hardware*
 - *remove viruses*



BEWARE: EMAIL SCAMS

No one at Rice will ever ask you to verify your NetID account or ask for your password, student number, credit card information or other personal details by email. These emails are scams, known as phishing. Hackers can make messages really look like they are from Rice so be careful. If you are unsure about a message, check with the Help Desk. If you replied to a phishing message, reset your password (<https://mynetid.rice.edu>) immediately. If you need further assistance, contact the OIT Help Desk.



Computer Labs

Each college has a small computer lab and larger labs are located across campus, including Mudd Lab and Fondren Library. If a course requires a special software program you can find it installed on some lab computers or for purchase at a discount.

Lab Printing

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

Printers are located in every college computing lab, Fondren Library, and Mudd Lab. Fees for printing start at 7¢ per black ink, letter-sized page and are billed via the Cashier's Office. Check printing charges in Esther under the Services tab.

Network

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

WIRELESS

Wireless connections are available in buildings across campus and limited outdoor areas. Your best choice of wireless networks is Rice Owls (encrypted, Rice only). Rice Visitor is unencrypted and open to the public.

WIRED

Rice's wired network is the fastest and most reliable way to connect to the internet on campus. When in your college room, plug in to the wired port for the best network performance. Wired connections are recommended for high bandwidth traffic such as attending classes remotely, gaming or streaming video. You'll need an ethernet cable and probably a USB to ethernet adapter for laptops and other devices.

Backups

<https://kb.rice.edu/70762>

Make a backup plan for your computer. Techies say it's not IF your computer will crash but WHEN. Find a method that works for you, whether that is using Apple Time Machine or backing up to Google Drive. Create and implement your plan to protect your files. The Help Desk can help guide you.

File Storage/Sharing

<http://kb.rice.edu/70762>

Each undergraduate at Rice has unlimited space on Rice Google Drive for email and files. You can share files via Rice Google Drive or Box. Also Microsoft's OneDrive, Office 365's cloud storage and file sharing application, is available.

For More Information

<http://kb.rice.edu/103785>

OIT web sites contain more information about services. Search the OIT KnowledgeBase for technical instructions at <https://kb.rice.edu>.