Welcome to Rice from the Office of Information Technology (OIT)!

Need help?
Contact the OIT Help Desk

Web: https://helpdesk.rice.edu

Email: helpdesk@rice.edu

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

Walk-in: Mudd 103
9:00 am - 5:00 pm, M-F

Online info:
https://kb.rice.edu

What computing accounts are setup 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 two methods of authentication (such as VPN and mynetid.rice.edu (Rice’s online account management system)). To learn more 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
- **Esther** Administrative system (login with employee ID and pin)
- **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 (or forward messages to another email account).
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/it-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

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, on-premise, 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. Rice storage systems are appropriate for all classifications of data.

What technologies are available to instructors?
https://oit.rice.edu/teaching-learning

Rice’s learning management system is called Canvas. Instructional systems or podiums are available in 99 classrooms and four computer teaching labs and enable instructors to teach using a variety of digital teaching tools. Canvas workshops are available (https://oit.rice.edu/canvas-workshops) and podium tutorials are available on request (https://oit.rice.edu/podium-training).

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. But always feel free to consult the OIT Help Desk for more information and advice and search the OIT KnowledgeBase (KB) for technical instructions at: https://kb.rice.edu.