When you need computing help
https://helpdesk.rice.edu

The 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 website or email. You can also drop by or call during office hours.

OIT Help Desk
Email: helpdesk@rice.edu
Phone: 713.348.HELP (4357)
Walk-in: Mudd 103
Online Info: http://kb.rice.edu

Prepping to teach
https://oit.rice.edu/teaching-learning

Rice’s teaching and learning tools include Canvas, an online learning management system. Most classrooms are equipped with multimedia equipment managed from podium computers. Canvas workshops are available (https://oit.rice.edu/canvas-workshops) and podium tutorials are available on request (https://oit.rice.edu/podium-training).

Using computing in your research
https://oit.rice.edu/research-computing

OIT’s Center for Research Computing can advise you on available computing, visualization, data storage resources, and more.
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

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. The OIT Help Desk can also put you in touch with your OIT Divisional Representative who can help you get your computer set up.

Accounts

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 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
- 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 (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.