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 web site or email. You can also drop by or call during office hours.

Preparing 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

The 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.

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 set up your computer.
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 an additional layer of security (such as 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, i.e. view pay stubs, set up direct deposit, etc. (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.
Zoom  Videoconferencing system

Networks

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.