



# Welcome from Information Technology!

New Staff Orientation Session

Fall 2009

## IT Web Site <http://it.rice.edu/>

Find out more information about our services and keep up with changes by visiting our web site.

### IT's Web Site

- Alerts
- Services
- Instructions
- News
- Tips

## Help Desk <http://helpdesk.rice.edu/>

**Hours**  
(except holidays)

**Monday - Friday**  
9:00 am - 5:00 pm

The Help Desk is the central point of contact for computing help or service needs. Help Desk staff answer technical questions and route service requests to other IT professionals. We highly encourage you to submit requests at any time via our web site, but we are always happy to see you at the Help Desk or take your phone calls and email messages during our working hours.

Web: <http://helpdesk.rice.edu/>  
 Email: [helpdesk@rice.edu](mailto:helpdesk@rice.edu)  
 Phone: 713.348.HELP (4357)  
 Walk-in: Mudd 103

## Telecommunications <http://it.rice.edu/telephone.aspx>

**Hours**  
(except holidays)

**Monday - Friday**  
8:00 am - 5:00 pm

The Telecommunications group manages the campus telecommunications network and provides telephone service for faculty and staff offices and for students living in the colleges. The department provides operator services for the university switchboard. To report a needed repair or to make changes, call x5555 or email [tele@rice.edu](mailto:tele@rice.edu). To find telephone usage instructions, go to the web site above. To find someone's extension, call the switchboard (x0), look in the Campus Directory, or search from Rice's main web site (<http://www.rice.edu/>).

## Purchases <http://market.rice.edu/>

You are eligible for an educational discount on computers, printers, phones, software, and more for both departmental and personal purchases.



*Keep your  
passwords secret!*

Beware of email scams asking for your password. Rice employees will never ask for your password via email.