What technologies are available to instructors?

http://tlst.rice.edu/

Rice’s new learning management system is called Canvas. Instructional systems or “podiums” are available in 96 classrooms and six computer teaching labs across campus and enable faculty to teach using a variety of digital teaching tools. Training sessions on Canvas and podiums are held in the fall and online video tutorials are also available.

What research computing resources are available?

http://crc.rice.edu/

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.

Where can I store my data and ensure it is backed up?

http://it.rice.edu/storageoptions/

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. While Rice storage systems are appropriate for all classifications of data, Rice-contracted cloud-based storage solutions (i.e. Box) are not acceptable locations for confidential university data. If you store your data on Rice storage or Box, your data is automatically backed up. If you store your data on a Rice-owned PC or Mac, we recommend Crashplan (annual fee) to back up your local data files.

How do I get computing help?

http://helpdesk.rice.edu/

OIT’s computing support staff helps with your computer, Canvas, classroom podiums and more. The OIT Help Desk is the central point of contact for technical support. Help Desk staff will answer your questions or route your service requests to your divisional representative so they can make an appointment to assist you in your office.

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

OIT Help Desk

Web: http://helpdesk.rice.edu/
Email: helpdesk@rice.edu
Phone: 713.348.HELP (4357)

Hours
Monday - Friday
9:00 am - 5:00 pm
(except holidays)
How do I protect our systems and information?  
http://it.rice.edu/security/  
OIT can advise you on how to protect your systems and sensitive information as well as inform you on how to comply with policies and guidelines.

How do I buy a new computer?  
http://market.rice.edu/  
Your OIT divisional representative can guide you in what type of computer to buy so that your equipment meets the university’s standards. Purchasing procedures vary from department to department so check with your area’s coordinator. We can also consult with you about special needs or setting up your new system.

How do I manage my email?  
http://it.rice.edu/email/  
Due to the sensitive university data you will handle as a faculty member, your email is managed through an internal campus mail system (http://ricemail.rice.edu). Your Rice email can be read using a variety of programs (including over the web). You can reset your NetID password or request an email alias at https://mynetid.rice.edu/.

What computing accounts are set up for me?  
https://mynetid.rice.edu/  
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, including:

- ADRice: Used to log onto most office and lab computers on campus
- Email: Rice email system
- Canvas: Learning management system
- VPN: Virtual private network provides secure transportation of data between a computer outside of Rice to the campus network
- Google: Graduate students, faculty, and staff have access to Rice-only Google Apps like Docs, Calendar, Sites, and Groups (but only undergraduates use Gmail)
- Esther: Campus administrative system (access with your employee ID and pin)

How do I connect to the campus network?  
http://it.rice.edu/network/  
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?  
http://it.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.