What computing accounts are set up for me?

https://mynetid.rice.edu/

Once your information is complete in Rice’s employee or student 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
- OWL-Space: 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
- Esther: Campus administrative system (access with your employee/student ID and pin)

How do I manage my email?

http://it.rice.edu/email/

The university will use your rice.edu email address for official communications. Due to the sensitive university data you might handle as a graduate student, your email is managed through an internal campus mail system (http://ricemail.rice.edu). Your NetID and Rice Google password provide access to your Rice Google Apps for Education (GAE), including university calendars and Google Drive. Google Mail is not part of the GAE for Rice faculty, staff, and graduate students because Google stores messages on external servers, not deemed secure for research and other confidential Rice data. If your role as a graduate student does not require handling sensitive university data and you decide to forward your Ricemail to a non-secure external account, instructions can be found in docs.rice.edu (https://docs.rice.edu/confluence/x/3Ql3AQ).

How do I get computing help?

http://helpdesk.rice.edu/

The Help Desk is the central point of contact for OIT technical support.

Welcome to Rice from the Office of Information Technology (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)
What research computing resources are available?
http://crc.rice.edu/
OIT’s Center for Research Computing (CRC) provides shared facilities and services for compute, visualization, and data-storage, designed to support the research mission of Rice. CRC acts as the default contact for all research related service inquiries. CRC operates best-in-class on-premise shared compute, visualization and data-storage facilities, which helps facilitate access to on-premise, regional, national and commercial cloud facilities, deliver user services and training for best use of shared facilities, and offer application and proposal consulting support services.

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. Rice storage systems or Rice-contracted cloud-based storage solutions (i.e. Box) are recommended for sensitive university data. If you store your data on Rice storage or on 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 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.

What technologies are available to instructors?
http://tst.rice.edu/
Rice’s learning management system is called OWL-Space (http://owlspace.rice.edu/). Instructional systems or “podiums,” are available in 95 classrooms and seven computer teaching labs across campus and enable faculty to teach using a variety of digital teaching tools. Training sessions on OWL-Space and podiums are held in the fall.

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://docs.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.