Need computing help?

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.

**IT Help Desk**

- **Web:** http://helpdesk.rice.edu/
- **Email:** helpdesk@rice.edu
- **Phone:** 713.348.HELP (4357)
- **Walk-in:** Mudd 103

Teaching?

Learn more about Rice’s teaching and learning tools and technologies including OWL-Space (the course management and collaboration system) at http://ats.rice.edu/. Most classrooms are equipped with multimedia equipment managed from podium computers. Training sessions are held at the beginning of semesters to help instructors become familiar with classroom technologies and tools.
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 the web page listed above to learn your preset NetID and to create your NetID password. You will have the same NetID and password on all of the accounts below.

### ADRice
This account is used to log onto most office and lab computers on campus.

### Email
Your email can be read using a variety of programs (including over the web at [http://webmail.rice.edu/](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/](https://mynetid.rice.edu/). When you are logging in to retrieve your email, you must always use your NetID, not an alias.

### OWL-Space
Used for course management and collaborative projects.

### VPN
Traveling or working off campus? VPN (virtual private network) software provides secure transportation of data between Rice University and a computer connected to the Internet outside of Rice.

### Google
Graduate students, faculty, and staff have access to Rice-only Google Apps like Docs, Calendar, Sites, and Groups. Undergraduates are also using Gmail. Faculty, staff, and graduate students use Rice mail for email and not Gmail since they handle sensitive university data that cannot be securely managed through an off campus mail provider.

### Telecommunications
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. To find telephone usage instructions, go to the web site above. To find someone’s extension, call the automated system (x0 or 713-348-0000), look in the Campus Directory, or search from Rice’s main web site ([http://www.rice.edu/](http://www.rice.edu/)).

### Anti-virus/Security
Keep your computer safe, secure, and virus-free using tips from this web page.

### Traveling?
[http://it.rice.edu/travel/](http://it.rice.edu/travel/)

### Web Email
Rice Email via Webmail: [http://webmail.rice.edu/](http://webmail.rice.edu/)

### Email Auto Reply
Go to [http://www.ricemail.rice.edu/](http://www.ricemail.rice.edu/) and click on WebSieve in left menu to set up a vacation message.

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**Keep your passwords secret!** Beware of email scams asking for your password. Rice employees will never ask for your password via email.