Rutgers NetID

Access to nearly all of Rutgers IT services requires the use of a unique network ID (NetID). Most students are assigned their NetIDs when going through the enrollment pathway. Students can manage their NetID, select other Rutgers IT services, and manage email addresses at netid.rutgers.edu. There are also tools to manage your password and update your security questions (used to help reset forgotten passwords).

Computing Help Desk

Are you having trouble logging into Rutgers services? Have you forgotten your NetID or password? Are you having difficulty connecting to the network? The Camden Computing Help Desk is here to assist with your computing questions. For help desk hours, please visit computing.camden.rutgers.edu/facilities/lab.

• Call (856) 225-6274 or email help@camden.rutgers.edu
• Visit the Help Desk in the Rutgers Student Computer Lab, on the first floor of Robeson Library

ScarletMail

Rutgers student email is called ScarletMail (Google Apps for Education). During NetID activation, you set an Official Rutgers Email Address in the form of firstname.lastname@rutgers.edu. Email sent to this address is delivered to your ScarletMail inbox. You can access ScarletMail at scarletmail.rutgers.edu or via the myRutgers portal. To manage your email configuration, go to netid.rutgers.edu and click “Manage Email Addresses.” Reading ScarletMail through any other mail program, such as on a phone, requires a separate ScarletApps Mobile/IMAP password. To set up your mobile password, go to netid.rutgers.edu and click on “Manage Your ScarletApps Mobile/IMAP/POP Password.”

The ScarletApps suite provides additional enhanced communication and collaboration tools, such as ScarletMail, Drive, Google+ Calendar, and others. Alumni can continue to use ScarletApps services forever, providing a lifelong link to the many resources available to the Rutgers community.

This guide is online!

Get the latest Rutgers tech updates at techguides.rutgers.edu

Stay Informed!

computing.camden.rutgers.edu
twitter.com/RutgersIT_CMD
facebook.com/RutgersIT
myRutgers Portal

myRutgers portal lets you read email, register for classes, view grades, receive personal alerts, check headlines from The Daily Targum and Rutgers Today and get access to a variety of other student services.

Go to my.rutgers.edu and log in with your NetID.

RU-tv Online & Rutgers on YouTube

RU-tv online offers access to a number of select channels and video-on-demand content. It also provides archived versions of Rutgers-developed programming. Go to rutv.rutgers.edu for more information.

More videos about undergraduate and faculty research are online at youtube.com/rutgers.

Online Course Management

Many instructors use the collaborative features of course management systems for more than online courses. They supplement the classroom setting by providing course materials, communicating with students, posting grades and organizing discussions.

Students may be asked to access Sakai at sakai.rutgers.edu, Blackboard at blackboard.rutgers.edu, Pearson eCollege at ecollege.rutgers.edu, or Moodle at moodle.rutgers.edu as part of course activities. The capabilities of each system vary, but the basic concepts are the same for each. Your instructor will provide details on how to access required course materials on these systems.

Sakai also provides a way for students to communicate with each other. Students and student groups are welcome to create their own Sakai sites. Visit sakai.rutgers.edu to get started.

Computer Labs and Printing

OIT Computer Lab & Print Stations

In addition to the spacious Student Computer Lab which features a Help Desk in the Paul Robeson Library, Camden Computing Services supports several smaller computer labs and print stations. Locations include:

- Armitage Language Lab
- Armitage Lobby (printer only)
- Apartment lounge area
- B.S.B. Lobby
- B.S.B. Room 134
- Campus Center (2 locations)
- North Conference Room
- Robeson Upper Level (printer only)
- Towers third-floor lounge
- Graduate Dorm (printers only)
- Law School, East and West buildings (printers only)

Check out computing.camden.rutgers.edu/facilities/computers for locations, hours and more. Wireless printing instructions are available at ruwireless.rutgers.edu.

Print Conservation at Rutgers

The computer labs at Rutgers have saved more than 100 million sheets of paper – five acres of trees – during the first seven years of the print conservation program.

Every January and July, $30 is posted to the printing account of each Rutgers student. As a student prints a document, the account is charged 4 cents per sheet of paper if the document is printed on a black-and-white printer. Documents printed on a color printer are 25 cents per sheet.

Students who use up the $30 before the end of the six-month allotment period can pay for additional printing with their RU Express Card. To learn more, check print usage or add funds to an RU Express Card, visit printing.rutgers.edu.

Administrative Services for Students

In addition to the services on the myRutgers portal, students can access many other useful services at ess.rutgers.edu/students:

- Class schedules
- Course schedule planner
- Degree navigator to plan and track academic progress
- Directory of faculty, staff and students
- Financial aid required document status
- Financial aid award status
- Financial hold information
- NJ Transfer system for community college students
- Online bill payment
- Online registration
- RUID and NetID lookup tools
- Tool to manage a campus post office box and address
- Tool to update personal access code
- Transcript and enrollment certification requests

Students can also access a tool to update emergency contact, directory and permanent address information. All students are encouraged to provide a current cell phone number to receive texts in case of a campus emergency at personalinfo.rutgers.edu.

myRutgers Portal

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Information Protection and Security

RU Secure?

Are you aware of your computing/digital responsibilities? You are your own best defense against identity theft, compromise and malware. The following are some suggestions for basic IT security.

• Follow password rules. Never share your password. Choose different passwords for different sites.
• Confidential information should not be sent via email. Email is not secure.
• Install antivirus/antispyware software, and have it updated automatically.
• Use only secure Wi-Fi when transmitting confidential data (credit card numbers, banking, etc.).
• Don’t be a phishing scam victim. Rutgers will never ask you for your password or other confidential information in email.
• Protect your social networking with privacy settings.

For more information on these and other computing topics, visit rusecure.rutgers.edu/students.

Single Sign-On

Users who sign on to the Rutgers Central Authentication Service (CAS) with their NetID and password will be able to move between software applications that use CAS without having to re-enter that information for each separate application. Please use single sign-on (SSO) responsibly. Read the security guidelines at cas.rutgers.edu/sso/sso_security_guidelines.html and remember to close your web browser when you complete a session that requires you to provide your NetID and password.

Phishing

Email that tries to trick you into providing personal information or passwords is known as phishing. Phishing attempts are becoming more common and can be very convincing. To help you identify phishing attempts, a notification is posted to computing.camden.rutgers.edu/phishingline when new phishing attempts are identified. Rutgers will never ask you for your password or other personal information in email!

Still not sure? Contact the Help Desk.

Internet Access on Campus

RUWireless and RUWireless Secure

RUWireless and RUWireless Secure provide Internet access in all residential halls, student centers, most larger libraries, many dining halls, and other locations. For access and printing instructions, visit ruwireless.rutgers.edu.

RUWireless Secure is recommended because transmitted data is encrypted for greater protection of personal information. Other benefits include automated logins and configuration for the residential network (ResNet).

ResNet (Wired Connection)

1. Plug one end of your Ethernet cable into the Ethernet port on your computer.
2. Plug the other end into the Ethernet jack in the wall. The jack is usually black and labeled with a number and the letter “D”.
3. Visit resnet.rutgers.edu to check your device configuration or download the installer (NetID and password required).

Please note the following:

• Game consoles, streaming media players, and other devices that do not support 802.1x technology must be registered by contacting the Help Desk.
• Personal wireless routers are not supported in the residential halls. If you require multiple wired connections, please contact the Help Desk.
• Wireless capabilities of personal printers are not supported. If you bring a personal printer, you will need to connect with a cable in order to print.
• Devices that are unable to be configured with RUWireless Secure and do not have a wired Ethernet option, are unsupported on the ResNet network.
Great Deals on Hardware and Software

Student Technology Guide

Remote and Mobile Computing

Access to Academic Software

Students can access SAS, SPSS, Matlab, Stata, and other applications from home and on campus via a browser, using apps.camden.rutgers.edu.

To activate the apps.rutgers.edu service, go to netid.rutgers.edu, and click on “Service Activation.” For more information, visit apps.camden.rutgers.edu.

Free and Discounted Software

Students can obtain free and discounted software through the University Software Portal. Titles such as ChemBioOffice, EndNote, OrginLab, Mathematica, NVivo, Refworks, SAS, SPSS, Symantec Antivirus, WebDrive. Most major credit cards and personal checks are accepted. Visit software.rutgers.edu.

Rutgers Mobile App

The Rutgers Mobile App provides iOS and Android users with timely information on buses, schedule of classes, dining, events and more, along with shortcuts to online systems such as Sakai and myRutgers.

Get the free app from the Apple App Store or Google Play!

eduroam

eduroam® allows all Rutgers University faculty, students, and staff to take advantage of free and secure wireless service when visiting an eduroam member university, and allows visitors from member universities access when visiting Rutgers. For more information visit ruwireless.rutgers.edu/eduroam.

Computer Support Services

Virus, Spyware & Malware Removal

Simple infections can be remedied at our Help Desk free of charge. Assistance is available by appointment only. Please contact the Help Desk at (856) 225-6274 for more information or to schedule an appointment.

IT Jobs for Students of all Majors

Every spring, OIT - Camden Computing Services holds a hiring drive for student workers.

• Several positions available
• Competetive pay
• Paid training

See computing.camden.rutgers.edu/about/jobs for more information.

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