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

The OIT Help Desk is available to assist with your computing questions. Whether you are having trouble logging into Rutgers services, have forgotten your NetID or password, or are having difficulty connecting to the network, you can contact the Help Desk for assistance. For support hours, visit oit-nb.rutgers.edu/hours.

• Call (848) 445-HELP or email help@oit.rutgers.edu
• Visit the Help Desk in Hill Center Room 013 on the Busch Campus
• Drop by a computer lab — locations shown at oit-nb.rutgers.edu/labs

ScarletMail

Rutgers student email is called ScarletMail (Google Apps for Education). During NetID activation, you set an Official Rutgers Email Address will be 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.
University Portal

myRutgers portal lets you 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 Labs

OIT in New Brunswick oversees 15 computer centers in university libraries, residence halls, student centers and other buildings. The labs offer both Macintosh and Windows systems equipped with a diverse selection of software, scanners and high-speed printers with wireless printing capabilities.

Staffed by knowledgeable and empathetic consultants, most labs are open late into the evening and on weekends. Some labs are open around the clock during the final weeks of the semester.

Collaborative spaces in the labs are ideal for small teams of students working together on projects. Comfortable work spaces with power, wireless access and nearby printing are available to laptop users.

Check out oit-nb.rutgers.edu/labs for locations, hours and more.

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.

Online Services for Students

Administrative Services for Students
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.

RADS Delivers Free Antivirus Software to Current Students
OIT offers a managed antivirus solution called Rutgers Antivirus Delivery Service. All currently-enrolled Rutgers students are eligible for this service at no cost.

RADS keeps computers up to date with the latest antivirus software. For details, go to rads.rutgers.edu.

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)
To use the wired connection on your personal computer in the residential halls, follow the steps below:

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.
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.rutgers.edu.

To activate the apps.rutgers.edu service, go to netid.rutgers.edu, and click on “Service Activation.”

For more information, visit apps.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 or computer lab locations for no charge. Assistance is available by appointment only. More complex infections can be remediated by the professional repair staff of RU Computer Repair for a fee. Protection plans are also available to provide additional peace of mind. Go to computer-repair.rutgers.edu for details.

Rutgers Computer Repair
Rutgers Computer Repair, located on the Livingston Campus, offers professional, authorized warranty service for Apple, Dell, Hewlett-Packard and Lenovo. Protection Plans are available for all types of computers. Students covered with the RU Protection Plan are eligible for a loaner laptop during the downtime. See computer-repair.rutgers.edu for more information.

Great Deals on Hardware and Software

FindTech Offers Discounts on Computers and Accessories
Rutgers has negotiated educational discounts on computers and accessories from popular vendors such as Apple, Dell and Hewlett-Packard. Access online stores through FindTech. The site also offers advice on deciding what to buy. Visit findtech.rutgers.edu for more information.

Kite+Key, the Rutgers Tech Store
The new Rutgers Tech Store, Kite+Key, is an on-campus retail outlet for all your technical purchases. Located in the Livingston Retail Plaza on the Livingston Campus, they carry most major vendors such as Apple, Dell, HP, Asus and others at educational discounts. Convenient, personal service for your technical needs including repairs through their partnership with Rutgers Computer Repair. Visit kiteandkey.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.

Student Employment for All Majors
OIT offers more than 200 student jobs in the computer labs and Help Desk. These positions provide real-world experience with competitive pay and paid training. A hiring drive is held in the spring. See consultantjobs.rutgers.edu for more information.

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