




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).

Stay Informed!

-  ncs.rutgers.edu
-  twitter.com/RutgersIT_NCS
-  facebook.com/RutgersITNCS



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 Newark Computing Help Desk is your primary point of contact for your campus computing needs. For support hours visit ncs.rutgers.edu/hd.

- Call (973) 353-5083 or email help@newark.rutgers.edu
- Visit the Help Desk in Hill Hall, Room 109
- Drop by a computer lab - locations and seating availability are shown at ncs.rutgers.edu/labs

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 setup your mobile password go to netid.rutgers.edu and click "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



Online Services for Students

University 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 Blackboard at blackboard.rutgers.edu, Sakai at sakai.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.

Blackboard also provides online software training, blogs, wikis, journals, and much more. Visit blackboard.rutgers.edu for details.

Computer Labs and Printing

OIT Computer Labs

OIT oversees nine open-access computer labs at Rutgers University - Newark. These facilities offer Windows and Mac systems equipped with a diverse selection of software as well as scanners and high speed printers that have wireless printing capabilities. Our largest computer labs are staffed by trained student consultants to provide assistance for your technological needs.

Our labs are located in the following buildings:

- Bradley Hall
- Dana Library
- Learning Center
- CLJ-Criminal Justice
- Englehard Hall
- Washington Park
- Hill Hall
- Writing Center
- CLJ-Law Cafe

For more information regarding lab locations, hours, and more, please visit our website at ncs.rutgers.edu/labs.

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.

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 Raider Card. To learn more, check print usage or add funds to a Raider Card, visit printing.rutgers.edu.

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/antispymware 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)

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 anywhere with Internet access. Access is available from laptops, iPads, and other mobile devices.

To learn more 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 rutgers.edu/eduroam.

Computer Support Services

Virus, Spyware & Malware Removal

In addition to providing free antivirus software, OIT provides assistance in detecting and removing viruses, spyware and malware. Simple infections can be remedied at our Help Desk for no charge. More complex infections can be remedied by the professional repair staff of Computer Repair for a fee. Service contracts are also available to provide additional peace of mind. For more information visit rads.rutgers.edu or ncs.newark.rutgers.edu/ds.

Free Microsoft Office Training

Newark Computing Services offers free Microsoft Office training for faculty, staff and students. For more information visit edseries.newark.rutgers.edu.

Rutgers Computer Repair

At Computer Repair we understand that dealing with computer related issues can be very troublesome. That's why we have made it our goal to provide efficient and affordable hardware and software support. Our technicians have been trained to troubleshoot and fix systems at our location in Hill Hall, Room 122. We service laptops and computer systems for students.

Full support services includes:

- Diagnostic services and troubleshooting
- Virus and spyware removal
- Software installations (operating system, etc.)

Find out more at ncs.rutgers.edu/personalcomputer.

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.

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.

OIT Hires Students of All Majors

There are numerous employment opportunities available for students in our computer labs and help desk. The pay is competitive, hours are flexible and students will have an opportunity to gain valuable real-world working experience. OIT hires student workers on a rolling basis, please apply on our website. For more information visit ncs.rutgers.edu/jobs.