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, faculty, and staff can manage their NetIDs, select other Rutgers IT services, and manage email addresses at netid.rutgers.edu. There are also tools to manage passwords and update 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 OIT-Camden Help Desk is here to assist with your computing questions. For help desk hours, visit oit.camden.rutgers.edu/facilities/lab.

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

Maybe you’re a DIY person, or perhaps you were up at 2 am working on an assignment and ran into a tech problem. Either way, you have an alternative to the OIT-Camden Help Desk: the Frequently-Asked Questions. Look up the answers to common questions about NetID, ScarletApps, ResNet, RUWireless and many other topics. Visit oit.camden.rutgers.edu/help/faqs.

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 Drive, Google+, Calendar, and more. Alumni can continue to use ScarletApps services forever, providing a lifelong link to the many resources available to the Rutgers community.
Online Services for Students

University Portal

myRutgers University Portal is your personalized gateway to online content and services at Rutgers University. myRutgers delivers personal alerts and provides access to academic, financial aid, and student self-service applications, as well as a variety of other student services including email.

The My Apps feature helps you find services such as:

- Class schedules
- Course schedule planner
- Degree navigator (to plan and track academic progress)
- Online 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
- Transcript and enrollment certification requests
- Personal contact information (used to update emergency contact, permanent address, and online directory display, as well as to sign-up to receive campus emergency text notifications)

Also see campus news headlines for Rutgers Today, Scarlet Knights, The Daily Targum, and much more.

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 ru.tv.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, Canvas at onlinelearning.rutgers.edu/canvas, 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 and multiple print stations in the Paul Robeson Library, Camden Computing Services supports several smaller computer and print stations. Locations include:

- 401 Penn Lounge Area (Fall 2017)
- Armitage Hall Room 101
- Armitage Hall Lobby
- Apartment Lounge Area
- B.S.B. Lobby
- B.S.B. Room 134
- Campus Center Lower Level
- Fine Arts Building Lobby (Fall 2017)
- North Conference Room
- Robeson Library Upper Level
- Science Building (Fall 2017)
- Towers Third-floor Lounge
- Graduate Dorm - Business Center
- Law School, East and West bldgs.

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

Group study rooms are now available in the Paul Robeson Library for groups to study and work together. Each room contains a large display monitor, an Apple TV, a Windows PC, and a room recording camera. The center of each table has a command console for cables to attach various USB/VGA/HDMI devices. Information about the group study rooms, including how to book them are available at libraries.rutgers.edu/robeson/StudyRoomPolicies.

Print Conservation

The computer labs at Rutgers have saved more than 140 million sheets of paper – eight acres of trees – during the first nine 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. To learn more, check print usage, or add funds to your account, visit printing.rutgers.edu.
Internet Access on Campus

Wireless Services

RUWireless
This unencrypted wireless network is used initially by students, faculty, and staff with official Rutgers NetIDs to configure their devices for the encrypted wireless network, RUWireless Secure.

RUWireless also provides wireless Internet service to guests while at the University. Guest wireless access to the Internet requires acceptance of the Wireless Terms of Service per session.

RUWireless Secure
This encrypted wireless network provides secure access to Rutgers resources as well as Internet services. Access requires an initial one-time configuration per device and provides automatic future connectivity for those devices.

RUHealthSciences
This encrypted wireless network provides secure wireless access to RBHS resources for RBHS students, faculty, and staff.

eduroam®
eduroam® is the secure, world-wide roaming access service developed for the international research and education community. This service allows all Rutgers University students, faculty, and staff to take advantage of free and secure wireless service when visiting an eduroam member university, and allows visitors from member universities to access wireless services when visiting Rutgers.

For more information on Rutgers wireless services, visit ruwireless.rutgers.edu.

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. It 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).

Great Deals on Software

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

Visit software.rutgers.edu.

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 OIT-Camden Help Desk at (856) 225-6274 for more information or to schedule an appointment.
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.

NetID+
Rutgers NetID+ (powered by Duo Security) is an available extra layer of login security that provides two-factor authentication when accessing most Rutgers web applications. When you are enrolled in NetID+, after you enter your NetID and password to login to a web application, you will then be prompted to confirm on a device (e.g. your mobile phone) that you are the person attempting to login with your NetID and password. Enroll in NetID+ at netid.rutgers.edu. It is highly recommended to enroll with multiple devices.

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, notifications are posted to oit.camden.rutgers.edu/info/phishing-line 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.

Remote and Mobile Computing

Academic Software
Students, faculty, and staff 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
Specifically designed for Rutgers University-Camden. This app will be your one-stop center for anything and everything RU-Camden! From the events going on all over campus, to finding out about the amazing student groups and organizations, and having fingertip access to information on Campus Services that would take hours to search for on the internet! There’s much more inside the app to help you discover our great campus!

The Rutgers-Camden app can be downloaded at rutgerscamden.campusapp.com.

IT Jobs for Students of all Majors
Every Spring, OIT-Camden holds a hiring drive for student workers. Competitive pay. Paid training.

See oit.camden.rutgers.edu/about/jobs for information.