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

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. Simple virus, spyware, and malware infections can also be remedied at the Help Desk free of charge, but assistance is available by appointment only. To check our hours or schedule an appointment, please call or visit oit-nb.rutgers.edu/helpdesk.

- 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 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.
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 rutv.rutgers.edu for more information.

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 eccollege.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 Labs

OIT in New Brunswick oversees 18 computer centers in university libraries, residence halls, student centers, and other buildings. The labs offer both Mac 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

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 Hardware and Software

kite+key, the Rutgers Tech Store, and Tek Chek Rutgers Computer Repair

The Rutgers Tech Store is an Apple Authorized Campus Store offering great products, services, and discounted pricing to students, faculty, staff, and alumni. kite+key sells all major brands such as Apple, Dell, Lenovo, Asus, and Microsoft. kite+key carries a host of cords, cables, cases, and accessories including Beats, GoPro, and Razer. Other services offered: certified in and out of warranty computer repair through Tek Chek - our in-house repair center, warranty and accidental damage plans, loaner laptops, and Appy Hours - in-store workshops. kite+key is located in the Plaza at Livingston Campus, 55 Rockafeller Road, Piscataway.

Shop in store or online at kiteandkey.rutgers.edu.

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.
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.

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 eas.rutgers.edu/sso_security and remember to close your web browser when you complete a session that requires you to provide your NetID and password.

Antivirus Software
OIT recommends keeping computers up to date with the latest antivirus software.

For more information, go to oit.rutgers.edu/av.

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
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 App Store or the Google Play Store!

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.