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 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 hours available 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 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

User Technology Guide

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.

Blackboard

The official learning management system for Rutgers University–Newark, Blackboard (Bb) is available for all RU–N courses, including online, hybrid, and the more traditional face-to-face format. Most faculty will use Bb to share content, such as syllabi, readings, announcements, email, and even audio and video. Even if you are taking a face-to-face class, you may also be required to go to Bb to submit assignments, and take online exams. A number of faculty members will use Bb to post your grades and provide feedback.

Additional interactive tools include discussion, blog, wikis, journals, and web conferencing. The majority of faculty who use clickers at RU–N use Turning Technologies software, so you will need to use Bb to register your device and/or license. Bb has integrations with other products, such as textbook publishers and VoiceThread, so you may use Bb to access those resources as well.

You can access Blackboard (Bb) at blackboard.rutgers.edu and login with your NetID. The Newark Computing Services Help Desk provides student support for Blackboard and can be contacted at (973) 353-5083 or help@newark.rutgers.edu.

After Hours Support is available during evenings and weekends. Contact the NCS Help Desk at (973) 353-5083, and press 2 for basic Blackboard support. More help resources from Blackboard are available at help.blackboard.com.

The Bb Student app is now FREE!

Keep up with Blackboard on-the-go: access courses, view announcements, manage due dates, post to discussions, turn in assignments, take quizzes & tests, check grades, video conference, and receive notifications.

Search for BbStudent in your app store!

For 24/7 Blackboard support, call the Help Desk at 973-353-5083.

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 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:

Student-Staffed Labs
- Dana Library – 1st Floor
- Engelhard Hall – Rm. 313
- Hill Hall – Rm. 123
- One Washington Park Rm. 422
- Robeson Campus Center Rm. 351

Open-Access Labs
- Blumenthal Hall - Student Resource Center
- Bradley Hall – Learning Center and Lab
- Conklin Hall – Writing Center
- CLJ – Criminal Justice Lab

For more information regarding lab locations, hours, and available software, please visit ncs.rutgers.edu/labs.

Print Conservation at Rutgers

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
Rutgers University – Newark has installed more than 1300 new wireless access points throughout the campus last year to cover every room and building. The multiple types of networks are described below:

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 on the first floor atrium in the Hahnes Building, 625 Broad Street, Newark.

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.
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 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.

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.

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!

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.

For more information visit ncs.rutgers.edu/jobs.