

A Student's Guide to RiderNet:

2006 - 2007

Rider University

Office of Information Technologies

Need Help? Call x3000 on campus
609-219-3000 from off campus

O.I.T. Help Desk

Hours: 8:00 A.M. – 7:00 P.M. Monday through Friday

On campus ext 3000
Off-campus (609) 219-3000

or online:
E-Support for Students
<http://easypass.rider.edu>

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A Student's Guide

This booklet introduces you to the Rider University computer network, referred to from here on as the RiderNet, encompassing the networking infrastructure, services and support. This is a *Student's Guide*, it deals specifically with the network from a student's point of view. The attempt is to provide, using non-technical language, information necessary for students to access networked services and to participate fully as members of the university community.

Read the second Section, *Get Connected!* before you attempt to access any of the RiderNet services, connecting your computer to the jack in your room or log-on in an open access computer lab. Knowing your rights and responsibilities as a user of RiderNet services will help you to understand why the network works the way it does. This document is included at the end of this book and maintained online at <http://www.rider.edu/studentsupport/>

Our aim is to address the most frequent questions students have regarding RiderNet. If your question cannot be answered within these pages, contact the OIT Help Desk by phone at 609-219-3000 (x3000 from any campus phone), a student or staff member will try to assist you. You can also reach us through E-Support, a service of Rider's EasyPass system (described within). Let us know if there is anything you would like to see included in future editions of this book, we update it each year.

The Support Services staff

July, 2006

Bringing a Personal Computer

While the university provides public access computers, most students will choose to bring a personal computer to campus or use their own computer from home. If you are using your personal computer for your academic work at the university, it should meet or exceed the technical standards set by the Office of Information Technologies (below). Failure to meet at least the minimum standards, may affect your ability to access technology services that are required by the university faculty and administration for student use.

Intel desktop computer with Microsoft Windows			
Hardware		If purchasing a new computer	If bringing an old computer to campus
	Processor	Pentium 4 2.8 GHz	Pentium 4 1.4 Ghz
	Memory(RAM)	1 GB	256 MB
	Hard Disk	160 GB	20 GB
	Monitor	17" flat	17" color VGA
	Miscellaneous	DVD+RW / CD-RW Headhones or Speakers	
Software			
	Operating System	Windows XP Professional	Windows XP
	E-Mail client/Browser	Netscape Communicator 7.2, Internet Explorer 6 or Firefox	Netscape Communicator 7.2, Internet Explorer 6 or Firefox
	Application Software	MS Office 2003 Professional	MS Office XP Professional
Network			
	On-Campus	Built-in Ethernet *	Ethernet-3COM 10BaseT with RJ-45*
	Off-Campus	PPP-External US	Hayes Compatible

Miscellaneous	Warranty	4 years	3 years
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Apple Macintosh Desktop			
Hardware		If purchasing a new computer	If bringing an old computer to campus
	Brand	Apple iMac	Apple G4
	Processor	G5 1.83 GHz	G4 1 GHz
	Memory(RAM)	1 GB	256 MB
	Hard Disk	160 GB	10 GB
	Monitor	17" flat	17" color SVGA
	Miscellaneous	DVD+RW / CD-RW Headhones or Speakers	
Software	Operating System	Mac OS 10.4 (Tiger)	Mac OS X 10.x
	E-Mail client/Browser	Netscape Communicator 7.2, Safari or Firefox	Netscape Communicator 7.2, Internet Explorer 6 or Firefox
	Application Software	MS Office 2004	Microsoft Office 2001
Network	On-Campus	Built-in Ethernet *	Built-in Ethernet w/ RJ-45 Connector *
	Off-Campus	PPP-Built-in 56 Kbps modem	Hayes compatible 28.8 Kbps modem
Miscellaneous	Warranty	3 years	1 year

Intel laptop computers with Microsoft Windows

		If purchasing a new computer	If bringing an old computer to campus
Hardware	Processor	1.83 GHz	Pentium 3
	Memory(RAM)	1 GB	512 MB
	Hard Disk	60 GB	10 GB
	Misc.	DVD+RW /CD-RW	
	Weight	4.3 lbs	
	Monitor	14.1" wide screen	
Software	Operating System	Windows XP Professional	Windows XP
	E-Mail client/Browser	Netscape Communicator 7.2, Internet Explorer 6 or Firefox	Netscape Communicator 7.2, Internet Explorer 6 or Firefox
	Application Software	MS Office 2003 Professional	MS Office XP Professional
Network	On-Campus	Ethernet- 3COM 10BaseT with an RJ-45 connector *	Ethernet- 3COM 10BaseT with an RJ-45 connector *
	Off-Campus	Hayes compatible 28.8 Kbps modem	Hayes compatible 28.8 Kbps modem
Miscellaneous	Warranty	4 years of warranty with Complete Care	1 year

Apple Macintosh portable computer			
		If purchasing a new computer	If bringing an old computer to campus
Hardware	Processor	1.83 GHz MacBook Pro	G4
	Memory(RAM)	1 GB	256 MB
	Hard Disk	80 GB	10 GB
	Misc.	DVD+RW /CD-RW	
	Weight	5.6 lbs	
	Monitor	15" wide screen	
Software	Operating System	Mac OS 10.4 (Tiger)	Mac OS X 10.x
	E-Mail client/Browser	Netscape Communicator 7.2, Safari or Firefox	Netscape Communicator 7.2, Internet Explorer 6 or Firefox
	Application Software	MS Office 2004	MS Office 2004
Network	On-Campus	Ethernet-3COM 10BaseT with an RJ-45 connector *, Airport Extreme wireless	Ethernet- 3COM 10BaseT with an RJ-45 connector *
	Off-Campus	Hayes compatible 28.8 Kbps modem	Hayes compatible 28.8 Kbps modem
Miscellaneous	Warranty	3 years	1 Year

***Notes:**

RESIDENT STUDENTS' computers require an Ethernet network card and 15 to 25 ft. category 5 Ethernet RJ45 cable to plug into the RiderNet Internet connections.

COMMUTER STUDENTS' computers require only a modem for dial-in access to the RiderNet.

Core Software available at http://www.rider.edu/2557_3050.htm A qualified technician must install internal Ethernet cards, with all documentation and software to be kept with the computer. Please make sure you can return the card if there are problems. On PCs, we have the most success with 3Com brand and Kingston brand cards. External USB-port Ethernet adapters are also available instead of installing an internal card.

Most computers that run MS Windows come with an Ethernet capability, check the machine specifications for details. All Apple Power Macintosh, iMac, and PowerBook computers come with built-in Ethernet capability.

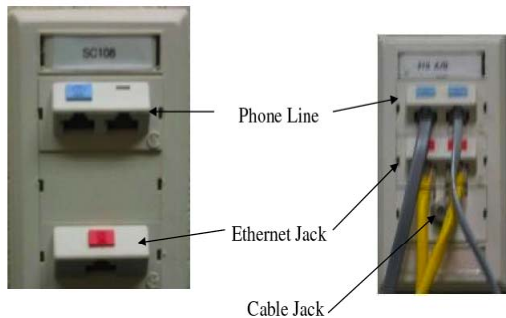
Get Connected!

Network Cables and Connection

One of the first things you will want to do is get connected. This is usually a simple process, as the majority of Windows computers have an Ethernet port, and as all Apple computers do. You should be able to locate it fairly quickly, the port looks like the one used for a telephone, but is slightly wider. It is important to know the difference. If you try to use a phone cable (RJ11) you may break both the jack on the wall and your computers Ethernet port.

The jack on the wall for your Ethernet Cable will be labeled in red with a picture depicting a computer.

Each room has at least one Ethernet connection per person. If you are in a triple room you may encounter a Splitter already plugged into the jack. If you do not have a splitter then you can just plug your Ethernet Cable (RJ45) into an open Ethernet jack on the wall. If you have a Splitter, all you need to do is plug the end of your Ethernet Cable (RJ45) into an open port on the Splitter. Then proceed with turning on your computer.



Note: Computer engineers often refer to the cable that fits the Ethernet port as a *Category 5 Ethernet Cable (RJ-45)* and the cable for the phone port as an *RJ-11 cable*. The university does not provide these cables, but you can buy them at the Rider University Store and at many department stores.

Configuring your computer

Windows XP Connection

Most computers running Windows XP can connect to the RiderNet without any modifications. If you cannot connect to our network, follow these steps.

Find the Start Button at the bottom of the screen and click on it.

Next select the option to open the Control Panel.

Click on the Network and Internet Connections.

Right-click on Local Area Connection and select Properties.

In the Local Area Connection window, check that the following network components are installed and marked off:

Client for Microsoft Networks

Internet Protocol (TCP/IP)

Within the Local Area Connection Properties window select Internet Protocol (TCP/IP), and click the Properties button.

Obtain an IP address automatically should be selected along with Obtain DNS server address automatically.

Click the OK button.

Click OK to exit the Local Area Connection Properties window.

(You may need to restart your computer)

Macintosh OS X

In the Finder, open the Apple menu, and select System Preferences.

Click on Network

In the Network window, click Built-in Ethernet and under the TCP/IP tab, select DHCP from the drop down menu.

NetReg

Resident students are required to register their computer before accessing the Internet. You should be directed to register your computer with the network the first time you open a Web browser. Please be sure to follow all of the directions listed on the registration page, and to read all of the information that is given to you.

You will need your EasyPass account and password to complete the registration process. Obviously, if you have forgotten your EasyPass account information, you will need to look it up on another computer using the instructions in the section on EasyPass. You could also go to the RiderNet Help Desk, and present your Bronc ID card.

During the NetReg registration process, you may be instructed to update your computer's software or address vulnerabilities in your computer's security. In most cases, following

the online prompts will complete the registration process. The NetReg process may fail if your computer's operating system has been infected with spyware or a virus. Student computers, which have been compromised by a virus, spyware or other form of malicious code, are not permitted on the network. It is the student's responsibility to remove malicious programs and take steps to prevent infection.

Students may register a total of three computers on campus. For questions regarding the NetReg process, please contact the Help Desk.

Engage your Firewall

A firewall protects your computer from unauthorized access. Enabling it is the first thing you should do after you register your computer with NetReg.

Windows XP

Click on the Start button and go to the Control Panel.

Select Network and Internet Connections from the Control Panel Window.

Click on Network Connections.

Right-click on the Local Area Connection.

Select properties.

Under the advanced tab, make sure that the check box under Internet Connection Firewall is selected.

Click OK.

Macintosh OS X

In the Finder, open the Apple menu, and select System Preferences.

Click on Sharing

From the Firewall tab, click Start.

Registering game consoles is a manual process. Please contact the Help Desk with the make and model of your console. Also include your MAC address, if known.

nowires

Nowires is the university's 802.11b wireless network, and operates as an extension of the wired Ethernet network. Wireless access is not general throughout the campus, but is available in areas specifically identified with a nowires sign.



nowires zones:

Lawrenceville Campus:

Moore Library

1st Floor - 24 Hour Study Lounge, Common Seating Areas

2nd Floor – Common seating area near Presentation Room

Ground Floor - Presidents Conference Room

Bart Ludeke Center

Ground Floor - Cranberry Café, Pub, Faculty Dining Room

2nd Floor - Information Desk area

Sweigart Hall - Rooms 110,117,118,119 and the Ernst & Young Lab (3rd Floor)

Memorial Hall - Entire Building

Student Recreation Center - Entire building

Daly's- Main Dining Hall and Bronc Diner

Science Building - Bristol Myers Squibb Center (TLC)

New Residence Hall - Lobby, Game Room, Conference Room, Study Lounges

Princeton Campus:

Talbott Library - Main Floor

To connect to nowires, bring your computer to a designated nowires wireless zone and follow the instructions below.

Windows XP

Click the Start button, and select Control Panel.

Select Network connections.

Right-Click on Wireless Network Connection,
and select Properties.

Under the Wireless Network tab make sure that Use Windows to configure my wireless network settings is selected.

When in Range of a Wireless Access Point nowires should be automatically identified as an available network.

To connect to nowires follow the steps below:

Open Microsoft Internet Explorer.

You will automatically be brought to a page where you will enter you EasyPass account name and password.

After logging in you will automatically be brought to your homepage of choice.

Macintosh OS X (Airport)

In the Finder, open the Apple menu, and select System Preferences.

Click on Network

In n the Network window, click Built-in Ethernet and under the TCP/IP tab, select Join network with the best signal.

Click Apply Now

Safety and Security

Anti-Virus Software

As a student at the university, you are granted a license to use McAfee Anti-Virus Software. This application protects your computer against identified virus threats and some forms of spyware. Your license is valid while you are a student at the university.

Windows XP

After you have connected to RiderNet you may proceed to download McAfee Anti-Virus software. Use the following link to obtain this software: <http://www.rider.edu/technology/> Direct your browser to the User Support link.

Under the User Support link you can click on Software.

At the Software site click on the McAfee link and a window will pop up asking for your EasyPass account information.

After you enter you EasyPass account information please select the appropriate link that refers to your Windows operating system.

Mac OS X

McAfee Anti-Virus is not available through the university for users of Apple Macintosh computers due to the low virus risk for the Macintosh platform. However, if you are using a Macintosh with Microsoft's Virtual PC you are vulnerable to many of the same virus threats that Windows users have. In this case, you should follow the instructions for Windows XP users and install McAfee Anti-Virus on your Windows partition.

Alternatives to McAfee Anti-Virus can be used, but the Office of Information Technologies is unable to support them.

Spyware Detection

Spyware is software that is installed on your machine, usually without your consent or knowledge. In its least destructive form, it may cause pop-up ads, switch homepages, and change default search engine selections. It can also 'hijack' your Internet browser, log your passwords, personal information, and corrupt your operating system. The purpose of spyware is to collect information about the computer, its use and sends this to a third-party. The possibility for identity theft is very high, given the extent to which we use computers to meet our daily needs. Another common symptom is the ability to connect to AIM, but not to any websites. Spyware is often bundled with other software applications, such as Instant Messengers, and Peer-to-Peer clients. In many cases deselecting Easy Install, will allow you to install the core application without the added spyware. Unfortunately, some forms of spyware are only detectable when using a spyware scanning tool.

RiderNet Managers will assist in issues involving problems with the university's network. However, Rider University, O.I.T. does not remove spyware from student's computers. Preventing spyware infestations is your best defense.

Protecting yourself

There are programs that can be used to remove some forms of spyware. Many of these are provided without charge for personal use. Scanning computers daily using updated spyware definitions is recommended for optimum protection and performance. While anti-spyware programs may not be able to address all spyware problems, they are essential tools for keeping your computer operational, and your identity protected.

To our knowledge, no single anti-spyware program has been shown to be effective at removing all forms of spyware. A combination of tools may be needed to address a severe spyware infestation. This is a rapidly developing threat and, in some cases, it may be impossible to remove all spyware using automated tools. In such cases, it may be necessary for students to seek the aid of a competent outside technician. The office of Information Technologies does not recommend or endorse the services of outside service providers.

RiderNet Services

EasyPass

Your EasyPass Account allows you to access multiple services provided to the Rider community. These include: Library Databases, Blackboard, Email, E-support for Students, (where students can report problems with connection to the RiderNet), and Rider University's Core Download Page (here students have access to software utilities). See <http://easypass.rider.edu/> for details.

An EasyPass account was created for you at the time of registration, and you should have received them from OIT during orientation. If you never received your account information or have lost it, you can contact the OIT Help Desk for further assistance. For the EasyPass account the default password is the student's Bronc ID # plus the 4-digits (MMDD) of their date of birth. For example: if the Bronc ID is '000123456' and the DOB is Jan 21, 1985, the default password will be '0001234560121'.

Passwords must be private to be secure. After reading the previous paragraph, you know how we assign the default passwords for student accounts. So does everybody else who has read this far. ***To protect yourself, we highly recommend that you change your password immediately.*** You can change your EasyPass password by going to <http://easypass.rider.edu>. You cannot change your Username.

Note: In the event that your password is reset, it will revert to your default password, BroncID+MMDDD.

RiderNet E-Mail

Your RiderNet email account allows you to send and receive email and is used for official communication from the university administration and faculty. Blackboard correspondence is sent exclusively to your Rider email account. You can check your account for new mail from most computers with access to the Internet, an email client application (such as Netscape or through a Web browser (Webmail)). To access Webmail, go to <http://webmail.rider.edu>

Netscape Email Configuration (Mac OS X and Windows XP)

Click on Start, and then select Programs, Netscape 7.2, and click then Mail & Newsgroups.

Select your profile if necessary and click Start Netscape 7.2

Click Edit and then Mail & Newsgroups Account Settings.

Click Add Account.

At the Account Wizard New Account Setup select Email account and click next.

Type in your full name and your Rider email address and click Next.

Select IMAP and type in students.rider.edu for both your Incoming and Outgoing.

Click next.


Type in just your Email user name and click next.
 Verify the proper Email address is shown and click next.
 Click Finish and you should now be able to get your Email.

Now, when you start Netscape a screen will appear for you to choose which profile session. To switch to another profile, you must quit from Netscape and restart it.

Email Forwarding

For students who would like to forward their Rider University email to an existing account such as AOL, Hotmail, or Yahoo we have provided detailed instructions below. Please Note: Not all email providers support this service.

To start forwarding your Rider email to another account:

1. Login to Webmail
2. Click  on the left hand sidebar.
3. Click the **Mail** tab.
4. Scroll down and add the complete forwarding address to the **Address to forward mail to:** field.
5. If you want to automatically delete the mail from your Rider email account, enable **Don't keep a local copy of messages**.
6. Click **Save**.

Canceling Forwarding

To stop forwarding your Rider email to another email account, do the following:

Follow steps 1 through 3 above. Then in the **Address to forward mail to:** field erase any e-mail address that has been typed in, then click **Save**.

Printing

There is no fee to use the printers in open access computer labs. However, you will need to know your EasyPass username and password. We use the program EasyPrint to manage the printing in each lab. Here are some simple directions on how to use EasyPrint.

Press print in your application, type in a document name, your EasyPass name and password in the display box.

Press "OK" when "Your print job is at the release station" is displayed.

Go to the release station. Login using your EasyPass name and password.

Select your document(s). Select a printer.

Click Start Printing button.

Pick up your printed document at the printer.

Warning: After 4 hours your print job will be deleted.

Ask the Lab Monitor or call
x7025 if you need help.

Cable Television

All residence hall rooms have one cable television outlet. Nearly all TVs and VCRs are cable ready and, as long as this is the case with your equipment, no cable box of any kind is necessary. There are no pay-for-view programs or premium channels. A printed channel program listing will be provided for each room.

Whether you are connecting a TV or a VCR to the outlet, you'll need a coaxial cable. There are 2 types, "screw-on" and "push-on". Either will work, but "screw-on" will work better. They are available in most stores that carry televisions. We recommend heavier coaxial cable for better picture quality.

For most TVs and VCRs, when initially plugging in the power cord and connecting the coaxial cable to the cable television outlet, need to be told to "search" for available channels. It may need to be set up with cable TV or antenna as the program source. Refer to your equipment's user manual if you need to learn how this is done. Of course if you get stuck or need general assistance, please contact the OIT Help Desk

College of Business Administration Laptop Program

Rider University's Office of Information Technologies has established a support service on the university's Blackboard server for College of Business Administration students, enrolled in OIT's CBA Laptop program. Through this service, students have access to information related to their laptop hardware and its use. The service features detailed step-by-step instructions, training videos and other technical materials to address the specific needs of program members. Members can use this service to directly contact program support staff with their technology concerns, such as:

Having problems burning a CD?

Connecting to our wireless network?

Simple questions about the CBA Laptop?

Visit <http://blackboard.rider.edu> and log in. The service appears as an organization in Blackboard. Members of the program are enrolled by OIT staff at the beginning of the academic term. For questions related to access, contact the OIT Help Desk (x3000).

OIT will also use Blackboard to communicate to the CBA Laptop students software changes, related to the CBA Laptop.

Computer Labs

Core software

Core software consists of: Windows XP SP2, Office 2003 w\FrontPage, Filezilla, Acrobat Reader, McAfee Viruscan, and Roxio Easy CD Creator or Sonic Record Now! Plus.

EasyPrint release stations

EasyPrint release stations are located in the Memorial hallway, Fine Arts 115, Bart Luedeke Center 126, Switlik C106, Daly's Dining Hall, Moore Library 24 Hour Lounge, Moore Library, Talbott Library, Talbott Learning Center Foyer, WCC Student Center Commuter Lounge, and Talbott Learning Center Arts and Sciences Lab.

Open Access Computer Labs

Open Access Computer Labs are open to members of the Rider community who possess a valid Rider ID. All Open Access computers and kiosks have a USB interface for your USB microdrive (also known as thumb drives). Students are responsible for storing documents on their own media. There are restrictions on lab hard disks that restrict and/or do not permit file storage.

Hours and availability

Hours and availability are subject to change without notice. Please check postings by the lab doors.

Emergencies

In case of emergency, call the Office of Public Safety at x5321

Contact Us

Questions, requests and/or suggestions may be e-mailed to labs@rider.edu .

Open Computer Labs on the Lawrenceville Campus

Open Labs

LUE126
FA115
SWI106

Kiosks

Daly's Dining Hall
Memorial (1st & 3rd floor lobbies)
Sweigart (1st Floor)
Bart Luedeke Center (Commuter Lounge)

Apple Macintosh Labs

Chemistry (SCI 109A)
FOREIGN LANGUAGE (FA 309)
JOURNALISM LAB I (FA 249)
JOURNALISM LAB II (FA 259)
TV STUDIO (FA)
PHYSICS (SCI 218)
PSYCHOLOGY (SCI 322)
SCIENCE (SCI 156)
SCIENCE (SCI 334)
SCIENCE (SCI 341)

Mac labs have the following:

Mac OS X, Office 2004, additional discipline specific applications

WINDOWS/PC LABS

ATHLETICS (MAU 117)
BUSINESS (SWG 108, SWG 109)
CAREER SERVICES (LUE 237)
EARNST & YOUNG LAB (SWG 302)
EDUCATION (MEM 107)
ENGLISH (FA 321)
MATH SKILLS LAB (VON 023)
PHYSIOLOGY LAB (SCI 124)
TUTORING LAB (VON 002)
WALL STREET JOURNAL LAB (SWG 226)
WIRELESS LAPTOP CARTS (MEM 221, SCI 108, SWG 118)
SCIENCE (SCI 156)
SCIENCE (SCI 334)

PC labs have the following:

Windows XP Professional, Office 2003 (including FrontPage and Publisher), additional discipline specific applications

STORAGE IS NOT AVAILABLE ON LAB COMPUTERS AND STUDENTS ARE STRONGLY RECOMMENDED TO BRING AN USB MICRODRIVE TO STORE AND TRANSPORT FILES/DOCUMENTS.

EasyPrint Services

EasyPrint is a print management system that assists clients to reduce paper waste by allowing them to view submitted jobs and release only those that they actually wish to print out. Clients can send several jobs to the print location of their choice. Unwanted jobs can be manually deleted or will automatically be deleted after 4 hours. This process allows the university to partner with its internal clients to reduce wasteful printing as well as the impact it has on the environment.

EasyPrint is available to clients across both the Lawrenceville and Westminster campuses. Print jobs may be submitted from any location on either campus including while connected to the Nowires wireless network.

EasyPrint Instructions

1. Once you are ready to print, click on the **File** menu, then **Print**. You may select a print location of your choice by clicking the drop-down box at the top of the Print window that appears.
2. You may choose to print up to 2 copies of any document with a maximum of 20 pages per copy.
3. Click the **Print** button to submit your job for processing.
4. When prompted, enter a job name for your print job. This will assist you with determining what each job is when you are ready to release them for printing.
5. Enter your EasyPass username
6. Click the **OK** button – your print job has been submitted to the Release Station
7. Go to the Release station at the print location you chose when submitting your print job(s) and login with your EasyPass username and password.
8. Select your document(s).
9. Click the **Print** button
10. Collect your document(s) at the printer

EasyPrint Release Locations

Lawrenceville
 Bart Luedeke Center 126
 Daly's Dining Hall
 Fine Arts 115
 Memorial 1st Floor Lobby
 Moore Library – Lab and Public Area
 Moore Library 24-Hour Study Lounge
 Switlik C106

Westminster Choir College
 Talbott Library
 Talbott Foyer
 Student Center Commuter Lounge
 Talbott 006 (Arts & Science Lab)

Notice: Print jobs not released within four (4) hours will be automatically purged. Lab Monitors are available in computer labs to assist with any printing questions or problems.

If you have questions or require support related to your EasyPass account, please contact the Help Desk at x3000.

Phone Service

Residence Hall dialing instructions

On Campus/ Inter -Campus

Dial 4 digit extension

Campus Directory Assistance

Dial 5325

Local

Dial 9 + 7 digit number

Long Distance

Dial 9 + 1 + area code + 7-digit number

International

Dial 9 + calling card access number
Follow the prompts

Emergency

Campus Public Safety – Dial 7777

Lawrenceville/Princeton Police – Dial 9 + 911

Non-Emergency

Campus Dispatch – Dial 5029:

Information Mailbox

From on campus- LAW dial 2000, WCC dial 2001

From off campus- LAW dial 609 219-2000

WCC dial 609 219-2001

Telephone Repair

Dial 3000 (from on campus)

Dial 609.219.3000(from off campus)

or online at <http://easypass.rider.edu>

Voice mail

WCC: All commuter students receive a five-digit mailbox at the start of their first semester.

LAW: All full-time undergraduate commuter students receive a five-digit voice mailbox at the start of their first semester. Continuing Studies and Graduate students must request a voice mailbox. Request forms are available at:

LAW campus Moore Library Help Desk 8:00 A.M. to 7:00 P.M.

FIRST TIME SETUP OF YOUR MAILBOX:

Log In

LAW: Dial 4000 from on campus or dial 609-219-4000 from off-campus.

WCC: Dial 7776 from on campus or dial 609-921-7776 from off campus.

Dial your 4 or 5 digit voice mailbox number and press #

Change your password (For security reasons change your temporary password immediately).

Dial 85

Enter your new password and press # (Your new password may be 6-16 digits or letters).

Enter your new password again and press #

To confirm the change, enter your default password (your extension number) and press #.

Record your name (Personal Verification)

Dial 89 (or log in again).

Dial 5 and state your full name and press #.

Record your personal greeting

Dial 82 (or log in again).

Dial 1 (for external) or dial 2 (or internal) or dial 3 (for temporary)

Dial 5 to begin recording. Press # to end recording.

To get messages
Dial 2

To delete messages (you should delete messages as soon as possible)

Dial 76

For optimal system use, it is necessary to log into your voice mailbox frequently and delete messages

To Send Messages Without Logging on to Voicemail (Express Messaging)

LAW: Dial 4988 from on campus or dial 609-219-4988 from off-campus.

WCC: Dial 8988 from on campus or dial 609-921-7100 +8988 from off campus.

Dial the mailbox number and press #

Keypad Commands		Message Commands		Mail Box Commands	
Skip Backward		1 Reply	71	Log In	81
Play	2	Play Envelope	72	Greetings	82
Skip Forward	3	Forward	73	Log Off	
	83				
Previous Message	4	Reply All	74	Password Change	84
Record	5	Compose	75	Distribution List	85
Next Message	6	Delete/Restore	76	Go To A Message	86
Message Commands	7	Send	79	Personal Verification	89
Call Sender	9	Message Help	7*	Mailbox Help	8*
Help	*	Message Options	70	Mailbox Options	80
Stop/Exit	#	Cancel/Exit	7#	Cancel/Exit	8#

Feature operation for Residents

If you are on your phone and another call beeps you or if your phone rings 4 times and there's no answer, the call will be forwarded to our Meridian voice mail system. If you pick up your phone and hear a slow interrupted dial tone, you have voice mail messages. It is necessary to log in to your voice mailbox daily and delete your messages regularly.

Call Waiting (To answer a second call while on an established call)

Ask first party to hold and depress the phone/flash key once to answer the second call or Hang up from the first call and the second call will ring through or Ignore the second call and after four rings, it will go to voice mail.

To alternate between calls:

Depress the phone/flash key (alternating may not be available on some portable phones).

Note: you cannot transfer or conference either call.

To Deactivate Call Waiting

Dial *72

To Activate Call Waiting

Dial *71

3-Way Calling (To add a third party to your conversation)

Ask party to hold.

Depress phone/flash key.

Dial 4 digit extension.

When the called party answers, depress phone/flash.

If busy or no answer, depress phone/flash key.

Note: It is necessary to hang up for three seconds before placing another call to avoid excessive billing.

Call Hold (To put a call on hold)

Ask party to hold.

Depress phone/flash key.
Dial #4.

To return to held call, depress phone/flash key.

Call Forwarding (To send your calls to another extension or to voice mail X4000 LAW, X7776 WCC)

Dial #1.

Dial 4 digit extension number and hang up.

To Deactivate Call Forwarding

Dial #1. (You will hear a confirmation tone.)

Last Number Dialed (To redial the last number you called)

Dial *52*

Malicious Call Trace (To trace harassing phone calls)

While on the live call:

Depress phone/flash key.

Dial *33. (You will hear a tone)

Hang up.

Call 7777 (Public Safety) to report incident.

It is a crime under both state and federal laws for anyone to make obscene or harassing telephone calls. These laws have penalties of imprisonment and/or a fine.

Use of Email as an Official Communication with Students

Introduction

At Rider University, there is an increasing need for fast and efficient communication with currently enrolled students in order to conduct official business at the University. Students tend to communicate extensively through electronic mail. Each student is issued a unique university ID number (BroncID) and an email account for use throughout the time the student is registered for classes at the University. Accordingly, email is an available mechanism for formal communication by the University employees with students. If a student chooses to forward his/her mail to another email address (AOL, Hotmail, etc.), the student's Rider University assigned email address remains the official destination for official university correspondence.

The following policy is consistent with the [*Rights and Responsibilities of Users of the Rider University Computer Network Policy*](#). It does not make email the only official method of communication.

Policy

Email shall be considered an appropriate mechanism for official communication by Rider University students unless otherwise prohibited by law. The University reserves the right to send official communications to students by email with the full expectation that students will receive email and read these emails in a timely fashion.

Assignment of Student Email Address

Official university email accounts are available for all registered students. The domain name for an official university email account is "rider.edu". Official university communications will be sent to students' official university email addresses.

Students are expected to check their email on a frequent and consistent basis in order to stay current with university-related communications. Students must insure that there is sufficient space in their accounts to allow for email to be delivered. Students have the responsibility to recognize that certain communications may be time-critical.

Forwarding of Email

Students who choose to have their email forwarded to a private (unofficial) email address outside the official university network address, do so at their own risk. The University is not responsible for any difficulties that may occur in the proper or timely transmission or access of email forwarded to any unofficial email address, and any such problems will not absolve students of their responsibility to know and comply with the content of official communications sent to students' official Rider University email addresses.

Responding to an Unofficial Email Address

University employees must be careful when responding in detail to a query sent from an

unofficial email address since there is no assurance that the sender is, in fact, the student. A recommended step is to provide generic replies only, directing students to university tools that require authentication, such as Blackboard, WebAdvisor, or other self service functions, or to require students to provide their university email address in order to receive a reply.

References

Indiana University Purdue University Indianapolis

Approved: May, 2005

Rights and Responsibilities of Users of the Rider Computer Network

This policy governs the use of computers and networks at Rider University. As a user of these resources, you are responsible for reading and understanding this document. This policy exists to protect the users of computing resources, computing hardware and networks, system administrators, other University employees and the University itself. The University reserves the right to change this policy in accordance with applicable University procedures.

Computers and networks can provide access to resources on and off campus, including the ability to communicate with other users worldwide. Such open access is much like access to books in the library, and requires that individual users act responsibly.

Rider University is committed to protecting the rights of students, faculty, and staff to freedom of expression and to free academic inquiry and experimentation.

Concomitantly, users must respect the rights of other users, respect the integrity of the systems and related physical resources, and observe all relevant laws, regulations, and contractual obligations. Because electronic information is both volatile and easily reproduced, users must exercise special care in acknowledging and respecting the work of others through strict adherence to software licensing agreements and copyright laws.

While users do not own their accounts on the University computer network, they are granted the exclusive use of those accounts. Users therefore are entitled to privacy regarding computer communication and stored data. Subject to the exceptions set out below, users have reason to expect the same level of privacy for their files on the University's computer (i.e. files in a user's home directory) as users have in any space under their personal control. Private communications by computer (e-mail) will be treated to the same degree of privacy as any private communication. Users should note that by adopting this policy the University does not assume an affirmative responsibility of insuring the privacy or integrity of users' e-mail.

Computer users are free to utilize University computers to communicate to and read from public computer facilities (e.g. usenet, BBS's, etc.) with no greater restrictions than would apply if they were communicating in any other public forum (e.g. newspapers, talk radio, public meetings). When communicating in such facilities users must avoid any implication that they speak for Rider University when they do not. Use of the University's computer resources to transmit unofficial communications does not constitute University approval or endorsement of such communications.

System administrators or other University employees will access user files without permission of the user only when immediate action is necessary to protect the integrity of

the computer network or when subject to a search by law enforcement agencies acting under the order of a court of appropriate jurisdiction. In the event of an order by a court, or a governmental agency with subpoena authority, the user of that file will be notified of that order prior to the University providing access to those files **to the extent permitted by applicable law**. Copies of all user files stored on the network may be routinely backed up for disaster recovery purposes. Such copying shall not be considered to be in violation of this policy as long as such operations are purely mechanical and do not involve the viewing of those files. However, ultimate responsibility for the back-up of files in personal accounts, local disks, and personal computers, lies with the account holder.

While Rider University is committed to intellectual and academic freedom and to the application of those freedoms to computer media and facilities, the University is also committed to protecting the privacy and integrity of computer data belonging to the University and to individual users.

Computer facilities and infrastructure are provided for meeting academic goals and to provide access to local, national, and international facilities to aid in the achieving of those goals. Those using these facilities and services must respect the intellectual and access rights of others locally, nationally, and internationally.

Students should be aware that any use of the facilities or infrastructure that is in violation of the guidelines listed below may be considered a violation of the Code of Social Regulations.

The general standards of conduct expected of members of the University community also apply to the use of University computing resources. These resources include:

Hardware: All the physical equipment used for or related to information processing or data communications.

Software: Programs, programming languages, instructions or routines which are used to perform work on a computer.

Data: Information such as records or textual material stored on or accessible through a computer.

Individuals will be held no less accountable for their actions in situations involving computers and information resources than they would be in dealing with other media. Though some of these resources are intangible they are the property of the University and the same rules applying to vandalism and theft apply to them as well as other forms of University property. Conduct which violates the University's property rights with respect to computing resources or the use of computing resources to violate University regulations is subject to the same University discipline as would be applied if that conduct did not involve computer resources. Such conduct includes but is not limited to:

1. The giving or gaining of unauthorized access to computing resources.
2. The unauthorized use of computer space.
3. The unauthorized duplication or distribution of copyrighted software and/or related materials such as documentation, manuals, and reference cards, etc., beyond those allowed by "fair use."
4. The unauthorized removal of any computing resources from computing facilities.
5. The deliberate, unauthorized alteration or destruction of any computing resource or the deliberate unauthorized attempt to destroy any computing resource.
6. Knowingly using or installing on any University computer system or network a program intended to damage or to place excessive load on the computer system or network. This includes, but is not limited to, programs known as computer viruses, Trojan horses and worms.
7. Using the University network to gain unauthorized access to any computing resource.
8. Unauthorized attempts to circumvent the security measures of any computing resource, any data protection schemes and/or decrypt secure data.
9. Knowingly violating terms of applicable software licensing agreements or copyright laws.
10. Monitoring or tampering with or attempting to monitor or tamper with another user's electronic communications, or reading, copying, changing or deleting another user's files or software without the express agreement of the owner.
11. Forging electronic communications to make them appear to originate from another person.
12. Using electronic mail to harass or threaten individuals.
13. The use of computer resources for commercial solicitation and/or personal economic benefit unconnected to the user's University role.

Violation of these policies will be handled through the University's existing disciplinary procedures. Uses of computer resources that are also violations of law may be referred to the appropriate civil authorities.

Other organizations operating computing and network facilities that are reachable via the Rider network may have their own policies governing the use of those resources. When accessing remote resources, users are responsible for obeying both the policies set forth

in this document and the policies of the other organizations. Use of the computer service of the University is solely at your own risk and is subject to all applicable laws.

Rev. 4/2005

Need Help?

OIT Help Desk

The Office of Information Technologies staffs a Help Desk to answer your questions. The Help Desk is located at the Moore Library Circulation Desk, and is open from 8:00 AM through 7:00 PM (Monday through Friday). You can walk in for a help session or contact a Help Desk representative by phone during these hours. Call 609-219-3000 (x3000 on campus)

The Help Desk can also be reached through E-Support at <http://easypass.rider.edu>.

When calling after hours, please leave the following information, to assist us in directing your request:

Your Full Name

Your phone extension

Your contact information

When you will be available for Support Services to speak with you (very important!)

A brief description of your problem

CBA Laptop Program

Repairs to CBA Laptops are handled at the Help Desk. Call ahead to schedule an appointment or drop your laptop off for repair and receive a loaner, if necessary. See your program information for details.

RiderNet Managers

Assistance with networking problems in the residence halls is handled through a corps of student technicians, the RiderNet Managers. Requests for assistance reported to the Help Desk will be assigned to a RiderNet Manager who will call to schedule an appointment. RiderNet Managers handle issues related to computer network connections. They do not support problems caused by student computers. The student who requests assistance must be in the room at the time service is rendered.