



# Rider University Office of Information Technologies

## Resident Students

Your **RIDER KEY** account allows you to access multiple services provided to Rider students. These include: myRider, EasyPrint, RiderAlert, Canvas and Help Desk Support.

These credentials were mailed to you and included your Bronc ID, which is important to know when calling the Help Desk for account verification. If you never received your account information or have lost it, contact the Admissions Department at (800) 257-9026.

To claim your Rider Key, visit:

[myrider.rider.edu](http://myrider.rider.edu)



To change your RIDER KEY password, go to

[www.rider.edu/passwords](http://www.rider.edu/passwords).

### Getting Connected:

#### Wired and wireless networks

Register your computer and devices on the Rider University network to connect to the Internet. Rider University maintains a wireless network for student, faculty and staff access. The **nowires** wireless network will provide users with wireless access after completing device registration. **Wireless devices** can be registered at: [easypass.rider.edu/nowires](http://easypass.rider.edu/nowires). Nowires access requires your **RIDER KEY credentials**. Visit <http://www.rider.edu/helpdesk> and search keyword 'wireless' for instructions.

**Wired devices (smart TVs and game consoles...) must be registered through the Help Desk. Have your Bronc ID and the wired MAC address of the device ready when contacting the Help Desk.**

**EasyPrint** is Rider University's print management solution. Your print job is available at every print location on both campuses. Documents can be sent to a printer in the following ways:

Send an email to [EasyPrint@rider.edu](mailto:EasyPrint@rider.edu)

Pharos Print iOS or Android app on your mobile device

Log on to the mobile print center and upload a print job

Download and install the EasyPrint software

**Please note that you must swipe your ID card at the printer to print.** Visit <http://www.rider.edu/offices-services/technology/additional-student-services/easypoint>

### Digital Cable TV & Streaming Services...

Rider University offers digital cable TV and "Xfinity on Campus" to resident students. You can watch live TV and On Demand content on your device at [www.xfinityoncampus.com](http://www.xfinityoncampus.com). You must have a digital television equipped with a "QAM" or "Clear QAM" tuner to receive digital cable programs. Visit <http://www.rider.edu/offices-services/technology-office-information/audio-visual-and-television-services/cable-tv> for more information.

### Gmail and other Google Apps [Gmail.rider.edu](http://Gmail.rider.edu)

Your Rider email address is 'your-EasyPass-userid@rider.edu.' University offices use this address to send you official notices. Students also have access to Google Drive, Docs and Calendar.

**Gmail and Google Apps do not use RIDER KEY. Please contact the Help Desk to reset your password.**



### Phone and voicemail

Resident students are assigned a voice mail box as part of their initial housing selection. Students can connect an analog phone to the phone jack in their room.

### Wash Alert System

Check the status of washers and dryers in Residence Halls. Know when they are free to use and when your cycle is complete.

[www.rider.edu/wash](http://www.rider.edu/wash)

### Need Assistance?

**Contact the Technology Help Desk at (609) 219-3000**

**Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m. \***

Visit the Help Desk on the web [www.rider.edu/helpdesk](http://www.rider.edu/helpdesk) to search for technology info / answers and for \*summer hours. Submit a ticket or Send an e-mail to [helpdesk@rider.edu](mailto:helpdesk@rider.edu)

*Calls and tickets received outside of business hours will be answered the next business day.*

