

Newark Computing Services (NCS) welcomes you to campus!

We look forward to providing the products and services you need for a successful and productive academic and campus experience.

Help Desk Support

The NCS Help Desk is the single point of contact for the campus community for computer related questions or problems.

- Business hours
 - Monday through Thursday, 8:00am to 8:00pm
 - Friday 8:00am to 5:00pm
- Contact the help desk at:
 - Phone: 973-353-5083
 - Hill Hall - Room 109
 - Email: help@newark.rutgers.edu
 - Web: <http://www.ncs.rutgers.edu/helpdesk/>

Remote Password Reset (RPR) available for students

Students may remotely recover forgotten passwords after setting up answers to three security questions selected from a list. Students who created an account before this tool was available may also activate the feature. To learn about RPR or to recover your password visit:

<http://www.nbcs.rutgers.edu/newdocs/rpr> .

RNWireless Printing now available

Wireless printing is now available to users connected to the Rutgers-Newark Wireless Network. Wireless users are able to print to any NCS computing lab. To print, the NCS printer program must be installed. For more information, system requirements, and download instructions, visit:

<http://wireless.newark.rutgers.edu/wPrinting.html>

Print Green

OIT-NCS is committed to conserving paper usage in the campus computing labs. Recycled paper is used in the labs and duplex (double sided) printing is the default setting. You can help by using double-sided printing.

Spam Filtering improved

Spam filtering techniques adapt to combat unwanted email. A small number of valid messages may be tagged as spam and stored in your spam folder. You should review your spam messages regularly to avoid missing messages.

The spam filter is configured to auto delete spam every 14 days. To change your default spam configuration visit: <http://www.ncs.rutgers.edu/tools> .

Blackboard Course Management System

Blackboard is the Newark course management system for on-line learning. Faculty can post course material with interactive links and multimedia material, use the on-line grade book, communicate with students using email, discussion boards and live chats, and manage course assignments. Blackboard can also be used by organizations to create a common environment of web-based services for their members.

For faculty assistance, contact:

Office of Academic Technology: blackboard@newark.rutgers.edu or 973-353-1556.

For student assistance, contact:

NCS Help Desk: help@newark.rutgers.edu or 973-353-5083

Blackboard provides the ability to manage content and work collaboratively. A portfolio tool is also available with a creation wizard and customizable templates. For more information contact Joy McDonald at joymcd@rutgers.edu or 973-353-5953.

Departmental Services

NCS DS has a team of certified technicians providing cost effective solutions for computer and network support. For a complete description of services, contact them at:

- Phone: 973-353-5086
- Email: ncsds@newark.rutgers.edu
- Web: http://ncsds.newark.rutgers.edu/ds_home.php

Education Series

Free, hands-on training courses are scheduled for this semester. Visit <http://edseries.newark.rutgers.edu/> for more information and to register.

@newark Email Address

Newark's email servers are Andromeda for faculty/staff and Pegasus for students. You can substitute "Newark" for either Andromeda or Pegasus in your email address. The address zsmith@newark.rutgers.edu is the same address as zsmith@andromeda.rutgers.edu or zsmith@pegasus.rutgers.edu.

RU – iptv now available on your computer!

RU-iptv is a university-wide service that provides video programming over the Rutgers University data network. RU-iptv offers local, national and international programming, as well as live coverage of Rutgers campus events. To tune in, visit: <http://rutv.rutgers.edu/ruiptv.shtml>.