Newark Computing Services (NCS) welcomes you to campus!

September 4, 2012

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
  o Monday through Thursday, 8:00am to 8:00pm
  o Friday 8:00am to 5:00pm
  o Saturday 10:00am to 6:00pm

• Contact the Help Desk at:
  o Phone: 973-353-5083
  o Hill Hall - Room 109
  o Live Chat: http://help.newark.rutgers.edu
  o Email: help@newark.rutgers.edu
  o Web: http://help.newark.rutgers.edu/hd

Resetting forgotten passwords available for students
Students may reset forgotten passwords after setting up answers to three security questions selected from a list. To learn more and enroll to recover your password visit:

https://netidmgmt.rutgers.edu/netid/displayForgottenPasswordForm.htm

Get the Rutgers iPhone, iPad, / Android App!
The Rutgers Mobile App provides iPhone, iPad and Android users with timely information on busses, dining, events, and more. Pick up the Rutgers Mobile App from App Store or Android Market today.

System Maintenance
Newark Computing Services reserves a weekly maintenance window for critical systems such as Andromeda and Pegasus email, main campus and departmental websites. If network maintenance is being performed, the Blackboard system may be unavailable. This scheduled maintenance window is every Tuesday morning, 6:00am – 8:30am.

The scheduled maintenance window for the Blackboard system is every Friday between 9:00am and 12:30pm.
**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](mailto:blackboard@newark.rutgers.edu) or 973-353-1556.

For student assistance, contact:
NCS Help Desk:  [help@newark.rutgers.edu](mailto:help@newark.rutgers.edu) or 973-353-5083

**Education Series**

Free, hands-on training courses are available. Visit [http://edseries.newark.rutgers.edu/edseries](http://edseries.newark.rutgers.edu/edseries) for more information and to register.

**Departmental Services**

NCS Departmental Services has a team of 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](mailto:ncsds@newark.rutgers.edu)
- Web:  [http://ncs.rutgers.edu/ds](http://ncs.rutgers.edu/ds)