

New Student IT Support Information

IT Support or ACS Department – Helpdesk@rsu.edu 918-343-7538

Information needed when contacting HelpDesk- RSU Student ID number and Birthdate.

New Student Account Setup starts with **office.com/login** – Instructions will arrive from helpdesk@rsu.edu email with setup information 1 Business Day after receiving Admissions Acceptance.

Student Email is located at Outlook.com.

Blackboard Access – Located in MyRSU under the “Academics” Tab; Direct Link is <https://courses.rsu.edu/ultra/course>

Incognito Mode - This is used when multiple Microsoft accounts are on a device (Personal, Work or School) Instructions on Separate form.

Traveling out of the country requirements. Anytime you need to travel outside of the U.S., please send the following information to the Helpdesk email for the network team to add you to the access list.

List of requirements for Travel Access

- Provide RSU ID number.
- Birthdate
- countries traveling through/to
- date of return

MFA (Multi Factor Authentication methods) Process –MFA Reset Requirements if you purchase a new phone or change your phone number attached to the MFA methods, you will need to contact helpdesk to have your MFA methods reset.

- located at office.com/login

Annual Password Update – set a calendar reminder for a week in advance. Located at office.com/login

Printing Setup Uniflow System – <https://rsu.us.uniflowonline.com/Login> - Use RSU Credentials to login that are setup at office.com/login

RSU Library Access Off Campus - Download VDI located on MyRSU Home Page- on the left side of the screen in the grey shaded area, click on “Virtual Desktop Instructions” – Click on “Instructions for Virtual Desktop Infrastructure (Start on Page 7).

<https://my.rsu.edu/ICS/icsfs/mm/vdi-instructions.pdf?target=d09cea3c-baed-4bb6-969e-cad0dfd8595b>

Quick Reference Phone and Contacts for Common Departments

Contact Directory Main RSU Site – Link <https://www.rsu.edu/about/contact-directory/>

Main Department Contacts:

IT Support or ACS Department – Helpdesk@rsu.edu 918-343-7546

Financial Aid finaid@ru.edu 918-343-7553

Admissions admissions@rsu.edu 918-343-7546

Testing Center testing@rsu.edu 918-343-7730

Advising or Student Success success@rsu.edu Check for your advisor MyRSU site under Students Tab=>My Academic Life.

Student Affairs student_affairs@rsu.edu 918-343-7579

Accessibility & Disability Resources- John Carle 918-343-6828 disabilityservices@rsu.edu

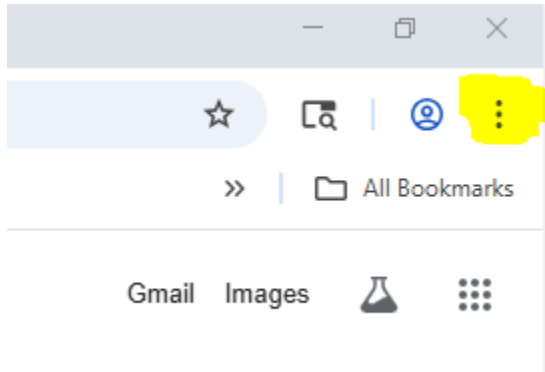
Bursar – Payments for Bills, Billing Location under MyRSU=>Students Tab=> Student Bursar Account (Billing) bursaroffice@rsu.edu 918-343-7558, 7559

Registrar – Information Updates and management; degree management; posted course management. registrar@rsu.edu 918-343-7552

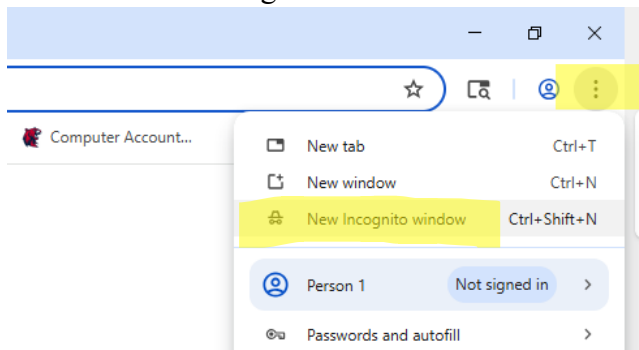
Instructions for Opening an Incognito Window (Google Chrome)



1. Open Web Browser using Google Chrome
2. Locate and click on the three dots at the top right of the browser. Highlighted below.



3. Click on the “New Incognito window” option highlighted and a new window will open that has a dark background.



4. Once you have opened the Incognito Browser, please type the website address into the address bar. Example shown is direct link to <https://www.office.com/>

