

Executive MBA Support

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Getting Support

Saunders Technical Support

Phone: 585-475-2371

Location: LOW-3334

Email: techsupport@saunders.rit.edu

Support Portal: <https://techsupport.scb.rit.edu/otrs/customer.pl> (sign-in with your RIT Computer Account username and password)

ITS (Central IT)

Phone: 585-475-HELP (4357)

Location: Frank E. Gannett Hall, Room 1113

Email: service@rit.edu

Web Site: <http://www.rit.edu/its/>

Support Portal: <http://footprints.rit.edu/>

Academic & Classroom Support (myCourses)

Phone: 585-475-2551

Location: WAL-A600

Email: tlsupport@rit.edu

Saunders Computer Labs

See <https://apps.scb.rit.edu/labs/> for details.

Student Email

To access your RIT Student Email via the web, go to <http://google.rit.edu/> and select RIT Gmail.

To access your RIT Student Email on a mobile device, setup a new account as a Google account. When prompted for your email address, use your **@g.rit.edu** instead of **@rit.edu** for your email address. You will then be redirected to an RIT login page to authenticate using your RIT username and password.

Email Client Set Up

- [ITS Instructions for Student Email](#)
- [Mac Email Client Set Up](#)
- [Outlook Setup](#)

iPad Specific Instructions

- [RIT Wireless](#)
- [Checking RIT Student Email on an iPad](#)
- [Signing up for Amazon Whispercast](#)
- [Redeem Software Codes](#)
- [RIT VPN for iPad](#)

Recommended Apps

The following is a list of recommended Apps that you download and install onto your iPad.

- [Amazon Kindle](#) (or read via browser by going to <https://read.amazon.com/>)
- [Microsoft Excel](#)
- [Microsoft PowerPoint](#)
- [Microsoft OneNote](#)
- [Microsoft Word](#)
- [Zoom](#)

Software

For information on getting access to services like Microsoft Office 365 or other software packages available to you as students, please visit <https://apps.scb.rit.edu/labs/software/>

myCourses Calendar

To keep track of your assignment deadlines, try subscribing to your [myCourses Calendar](#).

Zoom Meetings

Students: See [Zoom Support](#)

Faculty: See [Zoom](#)

New EMBA Student iPad Orientation Requirements

Before we can get you setup on your iPad, you must have the following accounts:

- [RIT Computer Account](#)
- [Apple ID](#)
- [Amazon Account](#)
- [Amazon Whispercast](#)

Once you have these accounts, you will be able to start using your iPad for your EMBA classes. If you are missing any of these accounts, here's what you need to do:

RIT Computer Account

Contact the ITS Service Desk at 585-475-HELP or service@rit.edu for assistance. There are tools at <http://start.rit.edu/> that will can assist you if you forgot your username and/or password.

Apple ID

You will need an Apple ID to use your iPad. We recommend using your own personal Apple ID so that it remains linked to you iPad at the completion of the program. If you do not have one, you can sign up for one at <https://appleid.apple.com/>.

Amazon Account

You will need an Amazon account to retrieve your textbooks through Kindle. We recommend using your own personal Amazon account so that you can retain access to the content at the completion of the program. If you do not have one, you can sign up for one at <http://www.amazon.com/> by clicking on **Your Account** and selecting **No, I am a new customer**.

Amazon Whispercast

Please see [Amazon Whispercast](#)