

Jones Graduate School Frequently Asked Questions

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Printing Related Questions

How do I install student printers?

Please sign in to [Canvas Solution Services site](#). You will find the **Printer Script** under **Printing**. Simply download and run the printer script to install the student printers automatically.

How do I get a printing account?

A print account has been created for you and a \$20 free print quota will be placed in your account at the beginning of each school year.

How do I print my documents?

You must connect to the Rice Owls network in order to print to the student printers. You can print to any of the 7 students printers in the building. The printers are located in rooms: 107 (Student Lounge), 210 (in the BIC), 215 (next door to classroom 214), 315 (next door to classroom 314), and suite 400. The cost for black and white printing is \$0.05 (five cents) per page. Color laser printers are located in room 215 and 315. The cost for color printing is \$0.25 (twenty-five cents) per page. These costs are per page on each of the printer types. If you send a color page to the black and white printer, it will come out black and white and your printing account will be debited \$0.05. If you send a black and white page to the color printer, it will come out black and white and your printing account will be charged \$0.25.

How am I charged for printing?

Our print system is based on a debit system. That means you must have credit in your printing account in order to print. Each time you print, the corresponding amount of credit is deducted from your account. When your account balance reaches zero, you are no longer able to print.

How do I check the balance in my printing account?

You can check your print balance online at <https://pcounter.jgs.rice.edu>.

Do I have to wait until my account reaches zero before I can add credit?

NO! You may add as much credit as you want at any time you want. Please be aware that the unused balance in your printing account will not be refunded so only add as much credit as you reasonably expect to use.

What if I have money left in the account at the end of the school year?

Effective 07/01/2015, your print account balance will not be reset, instead it will be carried over to the next school year.

How do I add credit to my printing account?

You can purchase print credit by credit card online at <https://pcounter.jgs.rice.edu>. \$5 minimum required. Credit will apply to your print account immediately. You can also pay by check in person (no minimum required) by going to the Help Desk in Room 308. Have a check made payable to "Rice University" with your NetID (username) in the memo. Note that the Help Desk can only accept checks.

What hours will someone be there?

The Help Desk is staffed from 8:00AM until 6:00PM Monday through Friday and Class Saturdays 9-4 PM.

E-mail Related Questions

Do I need VPN to check e-mail from home?

No, you can check your email with Outlook just like you do when you are in school as long as you have access to the Internet.

How do I check my e-mail from the web?

You can check email from any computer with an Internet connection via Outlook Web Access (OWA) at <https://outlook.office.com>

How much space do I have for my e-mail account?

Exchange mailbox quota for MBA and MAcc students is 10GB.

What happens when I reach or exceed my quota?

When your provided mailbox space becomes nearly full, you will receive an email warning letting you know that you are near quota. When your mailbox reaches or exceeds its quota, you will continue to be able to receive incoming email, but you will no longer be able to send mail.

What do I do when I reach my quota and I can no longer send email from my account?

You will need to delete old emails or archive old items to free up space. If you delete old items, make sure to empty the Deleted Items folder. As soon as your mailbox size drops below the quota limit, you will be able to send again. Click [here](#) for instructions on how to archive old emails.

What if I prefer a different e-mail address than the ones Rice setup for me?

If you prefer a more personalized email address, you can request new email alias. Please note that you can only create up to three vanity mail aliases total. You will not have the ability to delete or modify them after you have created them. You will have to use only these three throughout your Rice career.

How do I request a new e-mail alias?

Log in to the [Online Account Management System](https://MyNetID.rice.edu) at <https://MyNetID.rice.edu>. Click the **Create a vanity email address** link, then follow the online instructions.

How do I check my e-mail from my smart phone? [Android](#) and/or [iPhone](#)

Wireless Connectivity Questions

How do I connect my iPhone/iPod Touch/iPad to the Rice Owls network?

Instructions for connecting certain iOS (Apple) devices to "Rice Owls" wireless can be found [here](#).

How do I connect my Android phone to the Rice Owls network?

Generalized instructions for connecting most Android Devices to "Rice Owls" wireless can be found [here](#).
