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After getting RAINBOW USER ID, Please check web page “Get Started”.

IT Support Site (RAINBOW) 「Get Started」
http://www.ritsumei.ac.jp/rainbow/getstarted/

IT Support Site (RAINBOW) introduces IT service you can use on Ritsumeikan University (ex; Network, RAINBOW USER ID, Mail, PC). And you get information of incidents and maintenance, security, utilizing IT services.
Please use IT Support Site (RAINBOW), If you have something you do not understand.

IT Support Site (RAINBOW)
http://www.ritsumei.ac.jp/rainbow/

You can browse on smartphone. Please scan the QR code or search “IT Support Site Ritsumeikan”.

Notice
Common Student Teaching Staff

Students faculty staff
2010.12.17Please support towards the Windows Server 2008/2008 R2 support end
1. Get Started
You can read about Improvement of IT environment and Necessary knowledge, Available services for education and research, Things to do at the time of retirement.

2. Services
You can find the IT services.
• Find services
You can find IT services from categories for purpose. You check this if you don’t know services you want to do.
• Service List
You can find IT services from the service list. You check this if you want to know How to apply and How to Use of specific service.

3. Security
You can read about measures for information security incident. We are also informed correspondence and inquiry counter when it occurs information security incident.

4. Topics
You can read the instructive article for using IT services and Information environment.

5. Get Help
It is summarized FAQ for using IT services. You check this when in trouble.

6. Google Translate
You can choose other languages.

7. Failure and maintenance
You can get notice of IT services and information of fault and maintenance.
1 -1 RAINBOW USER ID and Password

What is a RAINBOW USER ID?

A RAINBOW USER ID is very important when you use information technology systems and related services at Ritsumeikan University. The university issues a RAINBOW USER ID and password to all students at the time of enrollment to provide various services. Your RAINBOW USER ID and password are used to check whether you are eligible for use of the information technology systems and related services. Please handle your user ID and password carefully. If your name is removed from the school register, you cannot use the RAINBOW USER ID any longer.

When You Receive a RAINBOW USER ID Notice

1. Check your name and student ID number (faculty/staff ID number).
2. Since the password written in the notice is temporary, you must reset your password on your own.

1 -2 Changing Your RAINBOW Password

How to Change Your Password

1. Visit the IT Support Site (RAINBOW) [http://www.ritsumei.ac.jp/rainbow/] and click “I want to change the password” in “Quick Access.”
2. The Password Change page appears. Check the Password Policy and type your new password.
3. Your new password will be verified when you click “保存（save）”.

When Forgetting Your Password

You need to remember your password because it is important for you. However, if you forget your password, you need to have your password reissued. In that case, please go to RAINBOW Service Desk (or to the Administrative Office, Inter-Faculty Graduate Schools at Suzaku Campus).
1 -1 Ritsumeikan e-mail system

Those who are enrolled at Ritsumeikan University can use the Ritsumeikan e-mail system. The Ritsumeikan e-mail system uses “Office 365” by Microsoft. The system has the following features:

- The capacity of the mailbox is 50 GB.
- If you have an internet-capable environment (for example, a PC or smartphone), you can access e-mails at any time.
- Because the system has a calendar and tasking functions, you can conveniently integrate those functions with e-mail.
- Using a function to automatically discriminate malware e-mails and unwanted e-mails, the system ensures the safety and security of sending and receiving e-mails.

Ritsumeikan’s e-mail-related information is posted on the Office 365 public relations website IT Support Site (RAINBOW), described below.

http://www.ritsumei.ac.jp/rainbow/service-email/

1 -2 Your Ritsumeikan e-mail address

Ritsumeikan University provides an e-mail address that consists of the combination of a RAINBOW USER ID and a domain name. Your e-mail address is as follows:

<table>
<thead>
<tr>
<th>User name</th>
<th>Domain name</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Example) RAINBOWユーザーアイデンティティ@○○.ritsumei.ac.jp</td>
<td>(1) ○○ (2) (3)</td>
</tr>
</tbody>
</table>

* (1) Third level domain: arbitrary name, which is a unique organization name
* (2) Second level domain: indicates a type of organization
* (3) First level domain: indicates a country name or similar

- Undergraduate students and graduate students have “ed” in place of ○○.
- The faculty members hired in 2009 or after have “fc” in place of ○○. Those who were in 2008 or before may have different characters in place of ○○, depending on their department.
How to use the Ritsumeikan e-mail system

The methods for using the Ritsumeikan e-mail system are given below.
* If there is an internet-capable environment, you can use the system, even when outside of the RAINBOW network.

1. Using a web browser such as Internet Explorer or Firefox for e-mail
2. Use e-mail software installed on a PC, using programs such as Outlook and Mac Mail
3. Use an e-mail application on a smartphone or tablet

1. Using a web browser such as Internet Explorer or Firefox for e-mail

Open a web browser (such as Internet Explorer or Firefox) and access the URL below.

http://www.ritsumei.ac.jp/rainbow/service-email/

Click the “WebMAIL” icon (highlighted by a red box in the figure below) located in the upper-left part of the screen.

E-mail (Office365)

Using the e-mail address that Ritsumeikan University issues, you can use a service such as e-mail and calendar. Ritsumeikan mail system will not use the Office365 provided by Microsoft Corporation.

Refer to “Outlook on the Web(OWA) User Manual” to learn the login method and the setup process after login.

<Location of the manual>
- IT Support Site(RAINBOW) ➔ Service List ➔ E-mail
2. Using e-mail software installed on a PC

Set up a connection to the mail server from the e-mail software installed in a PC, including Outlook, Thunderbird and Mac Mail, to use the system. Please refer to “E-mail Client Setup Manual” for how to set up a connection to the mail server.

3. Using an e-mail application on a smartphone or tablet

Set up a connection to the mail server in an e-mail application for smartphones and tablets (or in the e-mail application originally installed on the device) to use the system. Because the system has a notification function to inform users of incoming e-mails, you can check incoming e-mails promptly using the smartphone or tablet that you carry with you.

Please see “Smartphone connection setup manual” for how to set up a connection to the mail server.
Precautions for using e-mails

Security-related precautions

- Information communication via e-mail is similar to the exchange of messages written on postcards. Just as postcards are sent with visible text, e-mails are communicated on the Internet in a state in which their content can be easily seen. Therefore, e-mail is susceptible to wiretapping and falsification by third parties. Therefore, when you send highly confidential information via e-mail, you must encrypt the e-mail data before sending it.

- Be careful with emails sent from unknown sources. You are at risk of being lured in fraudulent business practices using email or being involved in Internet crime. The university never asks you for your password. Even if you receive an email that asks you for your password under the name of the university, do not answer it. Please also be aware that a file attached to an email may be infected with malware. If you have any worries or concerns regarding emails, please consult with RAINBOW staff or RAINBOW Service Desk.

Do Not Use One-byte Katakana Characters

You are recommended not to use one-byte katakana characters and platform-dependent characters such as circled numbers and roman numerals in your email messages. Not only the letters or characters but also the text after the letters or characters may become garbled, causing trouble to the recipient. You are also advised not to use mobile phone pictograms, which may cause garbled characters when they are sent to a computer.

Do Not Send Big Files

You can send various types of files via email. However, sending a big file causes a server or network of the recipient to become overloaded. Some computers set the limit of file size. If you need to send a big file, you are advised to confirm with the recipient whether or not he/she can receive the file, or split or compress your file before sending it.

Number of Lines in Message Body

If a line exceeds 80 one-byte characters, the context may become extremely unreadable depending on the recipient’s environment. Try to start a new paragraph if a line reaches about 70 one-byte characters (or 35 two-byte characters).
Netiquette

- Remember there are people with feelings on the other side of an email. Be aware how your email messages will be interpreted by the recipient.
- Ensure you have a signature.
- Emails should remain private between sender and recipient. Distribution of messages without the consent of the sender may violate privacy or the Copyright Law. If you quote someone, you need to obtain permission from the source.

Precautions when setting the e-mail address of a smartphone to a forwarding destination

When using an automatic e-mail forwarding function or an “Inbox Rules” function and if a private e-mail address (such as one for a smartphone, g-mail, or Outlook.com) has been set as a forwarding destination and if forwarding fails, an error mail containing the set private address may be delivered to both the “sender *1” and the “mailing list manager”.

Please understand these precautions in advance when setting a private e-mail address as a forwarding address.

*1 The word “sender” used here is that used in the system and not the sender (“From” field) displayed by the e-mail program.

Example

When an error occurs at the forwarding destination, one of the two scenarios below will occur.

E.g. 1: Tarou Ritsumei has set the smartphone e-mail address of “example@docomo.ne.jp” as an automatic forwarding address.
Sender A sent an e-mail to Tarou Ritsumei’s campus e-mail address “xx9999zz@ed.ritsumei.ac.jp”.
If forwarding fails because of the reception rejection setting of the forwarding e-mail address, sometimes resulting in an error e-mail saying “The message could not be delivered to ‘example@docomo.ne.jp’” being delivered to Sender A.

E.g. 2: Tarou Ritsumei has set the smartphone e-mail address “example@docomo.ne.jp” as an automatic forwarding address.
In addition, his campus e-mail address, “xx9999zz@ed.ritsumei.ac.jp”, has been registered as a member in the mailing list “ml-xxxx” managed by ML manager X.
Sender A sent an e-mail to “ml-xxx”.
If forwarding fails due to the reception rejection settings of the forwarding e-mail address, an error e-mail saying “The message could not be delivered to ‘example@docomo.ne.jp’” may be delivered to ML manager X.
2 -1 What is a Wireless LAN?

Students can connect to the campus network service in a wireless LAN with mobile equipment such as tablet, smartphone wireless LAN using an on-campus access point (IEEE802.11a/b/g/n supported*). A wireless LAN is available in classrooms, student lounges, libraries, etc.

With a wireless LAN, students can look up class-related questions on the Internet in class, conduct database searches, browse websites.

* IEEE802.11ac is supported at certain areas.

2 -2 What You Should Know When Using a Wireless LAN

The computer must be compatible with a wireless LAN to connect to a wireless LAN. A special registration is not required to use a wireless LAN, but settings must be changed. A RAINBOW USER ID and password are required to connect.
The National Institute of Informatics (NII) provides a service called eduroam, which allows users to access the campus wireless network of multiple educational and research institutions, including universities.

**What is possible with eduroam?**

- When students and faculty/staff of Ritsumeikan University visit institutions participating in eduroam, they can access the wireless network of the institution by using their Ritsumeikan University RAINBOW USER ID.

- When students and faculty/staff from participating institutions visit Ritsumeikan University, they can access our wireless network by using their institution's user ID.

For details and how to connect to eduroam, please see the IT Support Site (RAINBOW).
What is a VPN Connection?

A Virtual Private Network (VPN) creates a connection to access RAINBOW through the Internet from home or an outside location. With a VPN connection, RAINBOW can be accessed from home or an outside location and students are able to see the on-campus contents such as the academic folders. For details, please refer to the IT Support Site (RAINBOW).

Use of a VPN Connection

Registration is required to use the VPN connection. (VPN cannot be connected with initial settings.) Please register using the following procedure.

1. IT Support Site (RAINBOW)
2. Service List
3. VPN (campus network connections from off-campus)
4. RAINBOW USER ID setting
Support System

RAINBOW Service Desk has prepared a support system that allows users to comfortably use the university’s information technology systems.

RAINBOW GUIDE 2020

RAINBOW Guide 2020 contains helpful information required for using the university’s information systems. If you have any questions regarding PCs or the network, first check RAINBOW GUIDE 2020. (A PDF file of RAINBOW GUIDE 2020 is available from the IT Support Site (RAINBOW).)

IT Support Site (RAINBOW)

The website contains various notices and manuals related to RAINBOW as well as computer virus information. Please check the site regularly.

<How to Access>

Ritsumeikan Website (Japanese) → 在学生の方 (For Students) → 学びのサポート (Supporting study) → RAINBOW

http://www.ritsume.ac.jp/rairbow/

Please access the website

Manual

RAINBOW Service Desk distributes set-up and operation manuals for various RAINBOW services. If you have any problems with settings or operations, please check the manuals.
RAINBOW Service Desk

Location:
- Kinugasa Campus (YUSHINKAN HALL 1F)
- Biwako-Kusatsu Campus (Across Wing 2F)
- Osaka Ibaraki Campus (Building C 2F)

Operating Hours
- When courses are offered: Mon-Fri 10:00-17:00
- When courses are not offered: Mon-Fri 13:00-17:00

Operating hours during long-term vacations will be posted separately.

(* 1) Operating hours for the month after courses begin are Mon-Fri from 9:00 to 17:00 every

   Saturday. For details, please check notices and information on the IT Support Site (RAINBOW).

(* 2) In case of schedule changes, information will be posted on the IT Support Site (RAINBOW).

Services
- Accept applications related to RAINBOW services
- Distribute various kinds of manuals
- Provide RAINBOW Service consultation
- Reissue passwords, etc.