



Rider University Office of Information Technologies

RIDER KEY and EMAIL Account

Need Assistance?

Contact the Technology Help Desk at (609) 219-3000

Business hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.

Visit the self service portal www.rider.edu/helpdesk to submit a ticket or search for technology info and answers or send an e-mail to helpdesk@rider.edu.

Calls and tickets received outside of business hours will be answered the next business day.



RIDER KEY account... Your RIDER KEY account allows access to University technology services including the myRider portal and Canvas. You should have already received a communication with your user ID and Bronc ID.

If you have not already claimed your **RIDER KEY**, visit myrider.rider.edu and click to claim your account. If you have already claimed your account and set up your security questions, you can reset your RIDER KEY password here www.rider.edu/passwords.

Gmail, Drive & GoogleApps Gmail.rider.edu



Once you have completed Orientation, your email address will be activated.

Your Rider email address is 'your-RIDER KEY-userid@rider.edu'. Google Drive, Docs, Hangouts and Calendar are also available. Remember, anytime you log into Google you are able to access all of your available apps.

To log in to email for the first time, type out your entire email address, including "@rider.edu". Your initial password will be your Bronc ID + MMDD of your birthday. For example, If your Bronc ID was "123456789" and you were born on September 1st, your password would be "1234567890901".

Once you are successfully logged on, you will be asked to change your password. Please remember that your email password and your RIDER KEY are not the same account.

Please NOTE: If you are unable to log in to your email AFTER you have changed your initial password, you MUST contact the Help Desk so that we can reset your password.