RIT College of Art and Design

CADTech and CAD Services FAQ

Erich S. Lehman - 2025-09-24 - Public

View below to get quick answers to some of CADTech's most frequently asked questions . . .

CADTech Helpdesk (helpdesk.cad.rit.edu) vs. RSC (help.rit.edu) . . . what's the difference?

This is probably the most confusing question when you first get to CAD!

The **CADTech Helpdesk** is your dedicated helpdesk for your CAD-managed equipment, software, labs, etc. If you got it from CADTech, you'll want to use this address to get help. We also service the CAD-managed labs in Booth, Gannett, and in parts of MAGIC.

Our address is: **helpdesk.cad.rit.edu** *(You are here right now!)*

The **RIT Service Center (RSC)** is your one-stop shop for a host of OTHER RIT Services. This includes ITS (including issues with your email account or "institute-owned" classrooms), Accounting, Dining, Facilities Management, Human Resources, Parking, TImekeeping, etc.

Their address is: **help.rit.edu**

When in doubt, you can always file a ticket with CADTech and we'll make sure that we get you the to the help you need!

Where are all the HOW-TOs?

Please log in to view our extensive knowledgebase! https://helpdesk.cad.rit.edu/kb

Due to the proprietary nature of some of the articles, we have them secure behind an RIT login. There is a login link on our front page - just click on the **RIT SSO Login** button.

How can I get help with my CAD-owned equipment or computer labs?

The best way is to file a ticket with CADTech at https://helpdesk.cad.rit.edu

We also have a walk-up desk at 7B-1263, although it's often best to schedule with us by placing a ticket at the link above.

Helpdesk Hours:
Monday - Thursday: 7:30am - 10:00pm
Friday: 7:30am - 6:00pm

Saturday: 9:00am - 3:00pm
Sunday: Office closed - File a ticket!

Where can I learn more about the Computer Labs?

You can find out more about the various CAD-Managed Computer Labs here:
https://helpdesk.cad.rit.edu/kb/articles/computer-lab-status
This includes links to schedules, location, computer type, and access to peripherals (scanners, Wacom Tablets, etc).

**Due to the last-minute Summer 2023 updates, some photos need to be updated. It's always best to check out the labs in person before your first class!*

Where can I find out the Lab and Facilities Schedules?

You can get up-to-date schedules for CAD-managed labs and classrooms at **https://schedule.cad.rit.edu**
These schedules are updated dynamically from RIT's main scheduling system, so they are as accurate as the information in the RIT primary scheduling system.

Where can I learn about Equipment Checkout options?

The College of Art and Design offers a variety of equipment for students to check out. The equipment can be found in a series of Equipment cages located throughout the College of Art and Design. Click on the links below to learn more about the CAD cages.

Learn more here: https://helpdesk.cad.rit.edu/kb/articles/equipment-checkout-in-cad

Where can I request CAD Services?

We've created a one-stop-shop for a variety of CAD web and physical services at **https://request.cad.rit.edu**

You can sign up for the following things:

- Link to the CAD Checkout Portals (will vary based on the school you are enrolled in
- Lockers
- Personal web accounts hosted on the CAD servers
- Group web accounts hosted on the CAD servers
- Managing CAD-hosted MyShares volumes
- Course Shares (for more demanding file-sharing needs beyond what MyCourses offers)

What is RIT Self Service (mac) and Software Center (PC)

CAD enables Faculty and Staff to manage most of their own software directly via the RIT Self Service App (Mac) or Software Center (PC).

https://helpdesk.cad.rit.edu/kb/articles/mac-software-rit-self-service

The software you see may be dependent on your home School due to licensing restrictions.

Not seeing what you are looking for? File a ticket and we'll find out with you > helpdesk.cad.rit.edu

How do I manage my Adobe Apps?

Adobe apps are now managed directly by the user (**faculty/staff only right now**). Follow the directions at the link below and then launch the Adobe Creative Cloud desktop app to download or update Adobe Apps.

https://helpdesk.cad.rit.edu/kb/articles/adobe-creative-cloud-for-personal-computers

CAD-Matriculated Students have access to the full suite of Adobe Creative Cloud apps through the Adobe Creative Campus on our lab computers and now for their personal computers. Students can learn more via the link below:

https://helpdesk.cad.rit.edu/kb/articles/how-to-access-adobe-creative-cloud-on-your-personal-device

Having trouble with Adobe apps? File a ticket at helpdesk.cad.rit.edu

Oh no! My software's not on the computer!

This is a COMMON question/request that comes up, especially on the Apple computers. If you don't see the software icon you are looking for in the dock (Mac) or as a shortcut (Win), do the following:
• Check the Applications Folder (mac) or in Programs (windows)
• Use Spotlight search (Mac) or Windows Search and type the name of the software you are looking for.

There's a pretty good chance the software is installed, just not listed as a shortcut.

If the software IS still missing after you've looked in these places, please file a ticket > helpdesk.cad.rit.edu

How do I make/use Course Shares?

Simply go to https://request.cad.rit.edu/courses and follow the directions!

There are two separate components to the **Course Shares system**:

CAD Request Portal

The portal is where you request individual course shares be created and manage the permissions of those shares.

You may also create dropbox folders through the portal. Dropbox folders are very convenient way to manage your deliverable materials sorted out by assignment.

https://request.cad.rit.edu

CAD-FILES File Server

The file server is where you and your students actually interact with your files. Student's can upload files and submit work to your dropbox folders.

You can access this via the **GO > Connect to server** menu using the address: **smb://cad-files.rit.edu/courses** or on windows via RUN: **\\cad-files.rit.edu\courses**

You can learn more here: https://helpdesk.cad.rit.edu/kb/articles/how-do-i-get-server-space-for-my-class

How do I print to the CAD Xerox Printers?

You can learn more about our CAD-managed Xerox printers at the link below. The CAD-Managed Xerox printers are available forCAD Faculty and Staff.

https://helpdesk.cad.rit.edu/kb/articles/how-do-i-get-cad-xerox-print-queue

How do I print to the CAD Xerox Printers if I'm an adjunct or off-campus?

Faculty, Staff, and Adjuncts can still print to the CAD Xerox managed print queues by submitting a file via a we browser. (CardSwipe access is required.)

https://helpdesk.cad.rit.edu/kb/articles/non-rit-computers-and-printing-from-off-campus

Link above requires RIT login for access.

Where can I print if I'm a student?

There are printers available to students in a number of our CAD-managed labs, you can see which labs here. We also have a dedicated color printer (both 8.5x11" and 11x17") available in the CAD Helpdesk during our business hours.

In addition, there are specialty printing areas like the FabLab, ISL, and HUB Express for larger student projects or 3D fabrication.

What software is available to students for free?

You can learn a bit more about what software is available to students for free (or with certain restrictions) here:

https://helpdesk.cad.rit.edu/kb/articles/software-resource-information

Remember: this software is provided for **EDUCATIONAL USE ONLY**. You cannot use it for commercial purposes unless the license explicitly allows you.

How do I connect to the server?

You can find out how to connect to Network shares, servers, and course shares by Mac or PC and get a list of the most common server addresses at the link below:

https://helpdesk.cad.rit.edu/kb/articles/how-to-connect-to-network-shares

How do I rent a locker in CAD?

Go to **https://cage.cad.rit.edu/cad/lockers/index** and you can see what lockers are available in CAD.

AV Support in General Purpose Classrooms (GPCs)

Contact the Center for Teaching and Learning, https://www.rit.edu/teaching/classroom-technology

If you're not sure if it's a GPC or CAD Classroom, submit a ticket to the CAD Helpdesk and we'll help you navigate. But the biggest clue is that if there's no actual teacher station and just a podium with AV connections, it's most likely a GPC classroom.

What are some other University-wide Resources?

Here's are some other really handy University-wide resources to help you solve problems or get more information (non-CAD-managed):
https://www.rit.edu/myrit/university-wide-resources-employees

I don't know what to do next?!?

When in doubt, please file a ticket with us and we can help get you on the right track!
https://helpdesk.cad.rit.edu!