RIT | MAGIC Spell Studios

□ ACCESS AND POLICY: MAGIC VR Lab (MSS-2126)

Amanda Hughes - 2025-08-29 - Facility Access and Policies

MAGIC VR Lab (MSS-2126) Access and Policies

Room capacity: 7 people

Maximum reservation duration: This space is not reservable. It is a first come, first serve lab.

The MAGIC VR Lab is a resource available to those working on MAGIC & Frameless Labs projects or research in AR/VR/XR. The lab consists of 7 workstations, complete with various headsets including:

- Meta Quest 2
- Vive Pro 2
- Valve Index

Please review the following criteria and information below in order to request access to the MAGIC VR Lab.

Warning

Access to the VR Lab is a privilege. We extend you our trust when we grant you access to this space. Any abuse or neglect of policies, procedures, or equipment will result in removal of access to the space. **Propping doors or providing access to those who do not have approval to be in the facility will result in loss of access.**

Access Info & Requirements

1. All users of the MAGIC VR Lab must have an RIT faculty or staff sponsor with experience in XR research. The sponsor must be affiliated with MAGIC or Frameless Labs, and must be able to provide guidance for the student team. **All requests must be initiated and approved by the project sponsor.** MAGIC will not grant access to individual students who do not have a project sponsor.
2. Student names and RIT UIDs must be provided in order for MAGIC to grant access to the space.
3. MAGIC grants 24/7 access to the space on a semesterly basis. **This means your access will expire on the last day of finals week for that semester at 11pm**. Your faculty sponsor must re-request access each semester.
4. MAGIC may limit the number of users per project who have access to the space due to facility capacity.

Facility Rules & Etiquette

1. The MAGIC VR Lab is located inside our Collaborative Partners Suite. This Suite hosts MAGIC research and client project development, many of which are under NDA (non-disclosure agreements). This means information and data affiliated with these projects cannot be shared or accessed by anyone outside the signed agreement. Because of this, all machines in the space as assigned to specific users. **You may not use or access computers in this lab at anytime without prior permission to do so from a MAGIC staff member.**

2. All users inside the Collaborative Partners Suite and VR Lab must have approval to be in the space. You may not prop doors or allow access to either facility to unapproved users. **Your access can and will be revoked if we find you propping doors or providing access to unapproved users.**

3. The VR Lab currently only has very basic software loaded on the machines. If you have any specific hardware or software requests, please submit a helpdesk ticket. Be specific with your station number and location. A MAGIC Tech member will be in touch as soon as possible, but please note that we cannot guarantee accommodation of all requests.

4. **Do not store personal or project data directly on the VR Lab machines**! Stored data will take up space and slow down the machines, impacting other user's projects. MAGIC will delete any personal data as needed.

5. Clean headsets after use, and confirm they are plugged in. Headsets and stations should be returned to their original state as you found them before you vacate the space.

6. Confirm that the main entrance is UNLOCKED when you exit the lab. The second entrance should remain locked at all times.

7. We consider this space a living lab, and we welcome your feedback to improve the space! Please submit tech needs, requests, suggestions, comments, concerns, etc to MAGIC tech through placing a helpdesk ticket. We want to hear from you and make this space the best that it can be!

Request Process & Required Information

1. Your faculty or staff sponsor can navigate to https://helpdesk.magic.rit.edu/new-ticket to begin a new request.

    1. Be sure your "Department" is set to **MAGIC Spell Studios**, and under "Support Type," select:

        1. **Facilities Support > Facilities Access > VR Lab Access**

    2. In the subject line, include "**Student Access to the VR Lab"**

    3. Follow the remaining prompts on the request form. Be sure to include as many details as possible!

Once your Request is Submitted:

1. MAGIC may respond via email if more information is required.

2. MAGIC will email the student team members and request a meeting time to go over facility rules and

etiquette. The faculty sponsor will be CCed in this email.

3. Once students have received an overview of facility rules, 24/7 access will be granted to the space.

4. This process must be repeated every semester to renew student access.

Getting Help

The MAGIC Staff is here to support you and move your projects forward. If you find you need technical support, production support, or facilities support, please submit at helpdesk ticket here or scan the QR codes throughout the building: helpdesk.magic.rit.edu

Submitting a helpdesk ticket is the best way to get fast and efficient support! These tickets are directly received by Amanda Hughes, Andrew Sevigny, MAGIC Tech and the MAGIC PAs. Help tickets allow us to work together in solving problems and keep track of recurring issues.

Question

Do you have questions about MAGIC facilities, policies, and procedures? Feel free to reach out directly to Amanda Hughes at arkpph@rit.edu. We appreciate your feedback and are happy to address your questions or concerns!

Note

Need help finding a faculty sponsor? Check out the Frameless Labs website to meet the RIT faculty paving the future for virtual and augmented reality research.