Policies & Perks

Use Tech Responsibly

You are responsible for protecting the confidentiality, integrity, and availability of data created, received, stored, transmitted, or otherwise used by the college. Use caution when sending confidential data. IT policies are available on our website.

Update Your Password

Visit mypassword.med.cornell.edu to create a strong password for your WCM account. Never tell your password to anyone, not even ITS. If you think your account has been compromised, change your password immediately and alert ITS.

Download Software

ITS-managed devices can download free software in Software Center in the Windows Start menu, or the Self Service application for Macs. Those with administrative rights on their tagged device can go to the "Downloads" link in the top-right section of our ITS website to download software.

Educational Discounts

Visit weillcornell.onthehub.com for deep discounts on personal software. Discounts on personal hardware, like Apple and HP, are linked on our website - iust search for "Personal Purchasing."

About Us

The Information Technologies & Services (ITS) department provides comprehensive IT infrastructure and service to support education, research, and clinical care. Please contact us for IT assistance:

Phone Support
212-746-4878

Monday-Friday from 7 am - 7 pm

Walk-In Support

SMARTDesk@1300 1300 York Avenue Mon-Fri from 9 am - 6 pm Saturdays from 10 am - 6 pm Sundays from 12 pm - 8 pm

SMARTDesk@575 575 Lexington Avenue, 3rd Floor Mon-Fri from 9 am - 5 pm

Online Support

myhelpdesk.med.cornell.edu or support@med.cornell.edu Send tickets & questions 24/7

Website

its.weill.cornell.edu

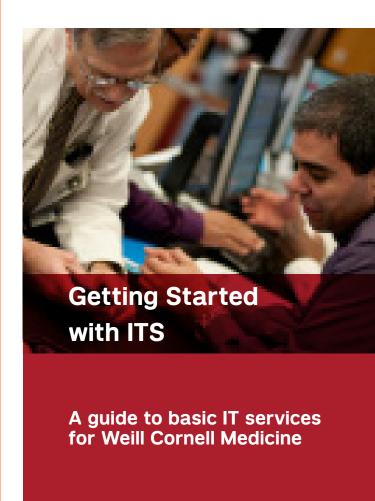


@wcmits



Subscribe to "WCM Information Technologies & Services"





its.weill.cornell.edu

Connect On Campus

Most tagged devices can access our network at IG. 10G is available for some applications; please call for info. Our available wireless networks include:

- WCMC, our preferred network, provides secure access to college resources. You must have your device tagged to access WCMC Wi-Fi.
- WCMCGuest provides non-secure access to guests, not employees. This network does not provide access to any WCM application.
- eduroam allows users from participating institutions to access our Wi-Fi. Your WCM email and password provide you Wi-Fi access at other eduroam locations worldwide. Visit eduroam.org for a full list of locations.

Connect Off-Campus

Our Web Virtual Private Network (WebVPN) allows you to remotely access WCM resources, like online library journals, the Weill Business Gateway (WBG), and the intranet.

- Visit webvpn.med.cornell.edu to log into the WCMC network. Some services are not available via WebVPN; call ITS for more info about special remote access options.
- Visit myapps.weill.cornell.edu to access Epic, WBG, Virtual Desktops, Courses, and other applications.

Communicate with Colleagues

ITS makes collaboration easy with a variety of basic communication tools:

Email & Calendar

- Free for all faculty, staff, and students
- Access at O365.med.cornell.edu or via Outlook

Skype for Business

- Chat and share files via instant message
- Host online meetings, share screens, and use video chat

WebEx

- Host large-scale meetings of more than 20 people; host account required.
- Hold and record live webinars, and share screens and files with attendees
- Search "WebEx" on ITS website for info

Phones & Mobile Devices

- Desk phones offer unlimited local and national calling; audioconferencing available at most WCM locations. More info at phones.med.cornell.edu.
- Mobile devices can be tagged and encrypted at no cost for WCM faculty, staff, and students to access college resources; search "Standard & Non-Standard Devices" on the ITS website for recommended devices.



Training

ITS supports both in-person and online training options to assist you with our services:

- Lynda.com & Skillsoft give you access to thousands of courses on popular software. Login instructions are available on the ITS website.
- Learning Management System
 (LMS) hosts WCM-related courses for
 employees, like HIPAA compliance.
 Go to wbg.med.cornell.edu, click the
 My Workspace tab, and then click the
 Learning tile.
- ITS Training can provide in-person assistance (known as Traveling Training) for a number of applications we support. Email its-training@med. cornell.edu for assistance.
- **Guides and videos** for our many services are available on our website.