

# 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](https://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](https://weillcornell.onthehub.com) for deep discounts on personal software. Discounts on personal hardware, like Apple and HP, are linked on our website - just 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](https://myhelpdesk.med.cornell.edu)

or [support@med.cornell.edu](mailto:support@med.cornell.edu)

*Send tickets & questions 24/7*

### Website

[its.weill.cornell.edu](https://its.weill.cornell.edu)



@wcmits



Subscribe to "WCM Information Technologies & Services"



**Weill Cornell  
Medicine**

**Information Technologies  
& Services**



**Getting Started  
with ITS**

**A guide to basic IT services  
for Weill Cornell Medicine**

[its.weill.cornell.edu](https://its.weill.cornell.edu)

## Connect On Campus

Most tagged devices can access our network at 1G. 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](http://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](http://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](http://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](http://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](http://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 [wbgi.med.cornell.edu](http://wbgi.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](mailto:its-training@med.cornell.edu) for assistance.
- **Guides and videos** for our many services are available on our website.