CALS-OIT
Faculty and Staff
Information Technology Orientation

Welcome to CALS! **Our goal is to provide (or help you find) all of the IT support services you will need to do your job**. While this information is both for new faculty and staff in CALS and their supervisors, it also has many items that will be helpful for long-term employees. The following list will help new staff be aware of the resources they need to settle in and more quickly take advantage of available IT resources.

The mission of CALS-OIT is to use our extensive information technology experience to provide consistent, integrated, and scalable delivery of timely solutions and support; and to be thought-leaders and innovators in the application and delivery of infrastructure and administrative computing activities across the college.

CALS-OIT consists of desktop support technicians in two Service Areas, Engineering, AV/Teaching Support and Administrative Computing. Most of your interactions will be with desktop support technicians in one of the two service areas. You can see our **staff page** @ http://cals.cornell.edu/about/leadership/ofa/it/it-staff-directory for details and mug shots. As a faculty or staff member, postdoc or visiting fellow in one of our **supported Departments** @ http://cals.cornell.edu/about/leadership/ofa/it/support-contact/ http://blogs.cornell.edu/peit/supported-departments/ you have access to computer support (for Cornell-owned computers). Limited support (including being networked on a CALS-OIT managed wired network) for personally-owned computers is available exclusively for Graduate students.

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Getting Help

1. To request IT support <u>of any kind</u> (problems, questions, quotes/purchasing advice, etc.) please use our website: http://help.cals.cornell.edu
2. For emergency requests you should either come by our IT office (Emerson Hall 252, Warren B06 or Biotech G63) You can also call East IT at 607-255-3882 or West IT at 607-255-8833 In an emergency, you should call until you reach a live person (not voicemail) so we can respond in a timely fashion. Details about which is your support team can be found at: http://cals.cornell.edu/about/leadership/ofa/it/support-contact/
3. In the past we have used a number of different methods for incoming IT support requests (telephone, email to a special mailbox and direct emails to technicians). Over the years we have had staffing reductions and, like everyone else on campus, we are trying to be as efficient as possible. Direct email messages and phone calls for routine requests make it difficult for us to manage all requests efficiently and could result in a significant delay for you if the person you contact is not immediately available.
4. We will use a variety of methods to assist you; email, phone call, visit to your office/lab, direct you to online instructions (from us, CIT or sometimes an off-campus source). We also take advantage of a program called Bomgar which allows you to give us remote control of your computer, if you'd like to find out more about how we do this visit the CIT Bomgar site. http://www.it.cornell.edu/services/bomgar/faq.cfm

Important first steps

1. **Your first step should be to activate your email account and update your directory entry.** http://whoiam.cornell.edu/
2. All staff and faculty should check their directory entry annually and update it if necessary.

Acquire technology tools

1. Speak to your supervisor about what computer you will use.
2. Temporary access to a loaner may be necessary. If so, see your supervisor or Department Business Manager.
3. If you plan on ordering a computer, please get a quote from us so you can be sure to get a computer that we can support (Dell/Cornell Bundle or Apple). You can put in a request for a quote at http://help.cals.cornell.edu **and tell us what you need (desktop/laptop, special hardware or software you will use, etc.)**

4. Please be aware, non-Cornell owned computers cannot be supported by CALS-OIT. We may be able to help with data recovery, for any other issues you will need to contact the CIT Helpdesk (for email, etc.) or your hardware vendor.
5. Turnaround time for a computer order can be anywhere from a few days to weeks, depending on what you order and what time of year it is (the start of the school year and Christmas are typically slower than other times).
6. Please use our IT Support request form http://help.cals.cornell.edu to let us know before you make any other IT-related purchases with CU funds, we'd like an opportunity to offer advice as well as to ensure we'll be able to support your new hardware, software, etc.
7. See your supervisor or Department Administrative Manager about your options in accessing the Cornell phone systems.
8. If you have a cell phone <u>and</u> a desk phone, consider Cornell's Extension to Cellular service, which allows you to receive calls to your campus number on your cell phone. http://www.cit.cornell.edu/services/phones/ec500/billing.html
9. Talk to your supervisor to find out if you should take e-Shop training and get an e-Shop account. http://www.dfa.cornell.edu/supply/
10. EndNote software is a bibliographic and reference software and a license is available for all CALS Faculty, Staff, and Students. Find out more at: http://cals.cornell.edu/about/leadership/ofa/it/endnote-software

Network and server access

1. Access for your NetID to your Department and Lab resources; servers, printers, etc., must be requested by your manager or Department Business Administrator. Once setup the printer can be installed and the server share can be mapped to your computer. Faculty or managers are the only folks who can submit a request to our support site to ensure that we have documentation of the request for access to a lab's hardware and/or valuable research data.
2. If available to your lab group or department, you should use servers for file storage, rather than shared folders on lab machines.
3. Box is a free online data collaboration service for Cornell faculty, students, staff, and affiliates that allows you to share and collaborate on documents online with both Cornell and non-Cornell people.
   Full details at: http://www.it.cornell.edu/services/box/
4. LabArchives is cloud-based Electronic Lab Notebook software that can be used by researchers, instructors, and students for input and organization of laboratory data, information sharing and collaboration, and saving historical versions of files. It is appropriate for use in a wide variety of laboratories, including biology, chemistry, engineering and more. Find out more at the LabArchives at https://labarchives.cornell.edu/

5. There are two types of wired networks in CALS, managed and un-managed. Only Cornell-owned computers managed by CALS-OIT can go on the managed networks. If you have a personal computer that you will be using on campus we can activate an unmanaged connection to allow it on the network. Please be aware that CIT charges a small fee for unmanaged jack activations and a small monthly charge, also they can take up to two weeks to be activated.
6. eduroam is Cornell's Wi-Fi service. Availability list/map and installation instructions are at: http://www.it.cornell.edu/cms/services/wifi/

Audio-Video / Tele-conferencing

1. If you need to use Audio-Video (AV) or Video-Teleconferencing (VTC/ Polycom) equipment for a one-time or infrequent event and are not confident you can set it up by yourself, we can help you get started, please submit a request for service @ http://help.cals.cornell.edu so we can make arrangements for a test session prior to your event. Tell us where and when you will be presenting and when you have the room reserved for a test session.
2. For emergency classroom support, please call the service area phone number posted in the room you are using.
3. If you need training on AV equipment that you will use on a regular basis please submit a request @ http://help.cals.cornell.edu
4. **Cornell uses the free WebEx web conferencing service and will be transitioning to Zoom for approximately one year, starting in the fall of 2016. Both services provide on-demand, real-time, collaborative web meetings** http://www.it.cornell.edu/services/webconferencing/

Security

1. Every computer should have anti-virus (AV) software. CALS-OIT managed / Cornell-owned machines must have AV installed and managed by CALS-OIT.
2. ID Finder is a software program for locating and cleaning up Personally Identity Information (PII). PII includes credit card, social security, driver's license and bank account numbers. Documentation and installers are available here: http://www.it.cornell.edu/services/idfinder/ Be sure to read the documentation and/or watch the demo movie before cleaning any sensitive data, ESPECIALLY in your email! IDFinder is only available for Cornell-owned computers.

Email

1. Cornell provides email and calendar services to faculty and staff through Microsoft's Office 365 program.
2. We strongly recommend using Outlook Web App (for all platforms) or Outlook for PCs and Macs for email and calendaring. Configuration info and instructions are available @ http://www.it.cornell.edu/services/guides/email/index.cfm or you can request assistance @ http://help.cals.cornell.edu
3. Graduate students have both Cmail and Office 365 accounts. http://www.it.cornell.edu/services/guides/student_email/about/faq.cfm#gradprof
4. Undergraduates have access to email and calendaring through Cmail and can request an Office 365 account. Details at: http://www.it.cornell.edu/services/guides/student_email/howto/undergrad-exchange.cfm

Backup

1. Within CALS, EZ-Backup is the only official and supported backup method for Cornell-owned data. Once you are ready to start using EZ-Backup submit a request @ http://help.cals.cornell.edu and we will help you create an account with CIT and install/configure the software. EZ-Backup is not something you should try to setup on your own! If you use EZ-Backup, you should check your billing at least annually (if you don't get the bills contact your Department Finance Rep or Department Manager) to ensure the amount approximately matches what you think should be backed up. If you have questions about the amount of data being backed up or would like to have us help you confirm that the correct folders are included in your backup you can submit a request at http://help.cals.cornell.edu More info about EZ-Backup is available on our EZ-Backup FAQ page: http://cals.cornell.edu/about/leadership/ofa/it/ez-backup-faq
2. Because there are so many option available, if you use another backup method we can only provide very limited assistance in recovering data from any other type of backup.
3. Think of backup like insurance for your data. The more important your data is to you the more time, effort and money you should spend ensuring that you have the right coverage.

Info and updates

1. To reduce the amount of email we send out, we post items of interest (of a non-critical nature) on our website/blog @ http://blog.oit.cals.cornell.edu/ The most

recent items will show up in the right-hand menu under "Recent Posts". You may also subscribe to email updates in the right hand menu, just enter your email address and click the "Create Subscription" button. You will receive an email notification when we post something new.

2. Cornell Lyris E-List Subscription Instructions (for all of the below lists)
   http://www.it.cornell.edu/services/elist/howto/user/join.cfm
3. Departmental Email Lists
   see Department Administrative Assistant for information
4. PLANT-SEMINAR-L
   Announcements of all Plant Science related seminars
5. ATC-L
   Discussion list on the general topic of computer technology in education, restricted to members of the Cornell community.
6. Classtech-L
   Information pertaining to technologies for use by faculty and students in teaching spaces. It's also a place to discuss classroom design guidelines.
7. CU-MAC-L
   The primary list for discussions related to Apple systems.
8. CIT-Alert-L
   To inform Cornell faculty, staff, and students about security concerns and significant problems with IT services.
9. CU-Web-L
   The mailing list of the CU Web Forum, a group that sponsors seminars and discussions on topics related to web development at Cornell.

Graduate Student specifics

1. Personal computers owned by Grad Students are eligible to go online on CALS-OIT managed wired campus networks but must first be scanned for viruses, etc. Plan at least half a day (but up to a full day) for this scan to complete.
2. Cmail (a Student Version of Gmail, with almost all of the usual Google bells and whistles) is available to Grad Students. Full details are here: http://www.it.cornell.edu/services/cmail/
3. More CIT info for Students is available here
   http://www.it.cornell.edu/for/students.cfm

Off-Campus

1. We support numerous off-campus locations and have tools to allow us to make that as easy as possible for you. If you are off-campus, whether just for the day or

permanently assigned to an off-campus site, you can still request support and we will do what we can to accommodate your needs.

2. A Virtual Private Network (VPN) provides the Cornell community with secure, authenticated remote access to campus networks and services. More info on installation and configuration is available @: http://www.cit.cornell.edu/services/vpn
While away from campus it is a good idea to make all connections back to campus via the Cornell VPN. This is a secure connection and will also help ensure that your computer continues to receive patches and security updates from our servers.

3. If you are leaving town for an extended trip (over 30 days) it is a good idea to let us know a week or so before you leave. Before you travel, you should also ensure you have a current backup; ideally one to leave here, such as EZ-Backup and one take with you (such as a flash drive / thumb stick or external hard disk). EZ-Backup will work from out of town if you have a good network connection but if you have issues it might be easier to recover from a thumbstick or external hard disk. You will also want to test all of your connections (email/calendar, VPN, file servers, other servers, backup, etc.) from somewhere off-campus before you leave town.

Web Hosting

1. Department websites (and some other sites) are generally managed by an administrative assistant in each Department. These sites are hosted on a CALS Communications managed server that runs a content management system (CMS) called Drupal. Faculty pages are generally included in this package. For more information see your Department's main office.

2. Lab / Program web pages are not always possible on Drupal. See your Department main office for details. If you have other needs feel free to submit a request @ http://help.cals.cornell.edu for a consultation.

When you (or an employee) depart the Department

1. Before passing a computer on to someone else (even within your lab group) you should submit a request @ http://help.cals.cornell.edu to have it wiped by us and have the operating system reloaded. This is to protect you (and your data) as well as your successor and the University's interests.

2. We can remove staff from Department / Lab security groups for your server, printer, etc. but to do that we need to know they are leaving. Submit a request @ http://help.cals.cornell.edu and tell us who is going, when and where (another

Department or are they leaving Cornell) and we will take care of everything for you. If they are being replaced, it is also helpful to know that.

Additional Information and Services

1. The CALS-OIT Service Level Commitment (SLC) http://cals.cornell.edu/about/leadership/ofa/it/upload/service-level-commitment.pdf outlines the conditions and expectations for IT service from the centrally funded support teams. Please note, out-of-warranty computers are not supported under the SLC. You are welcome to continue to use an out of warranty computer, as long as it meets certain security requirements, but we cannot dedicate significant time to troubleshooting or repairing them.
2. Please take the time to review Cornell's **IT Policies** http://www.it.cornell.edu/about/policies/index.cfm
3. If you are an NEX (hourly) employee or supervise NEX employees, become familiar with **Kronos** https://www.kronos.cornell.edu/
4. Find out **what Software Licenses are** available at Cornell http://www.cit.cornell.edu/software/licenses/licenses.html
5. Find out about the **CALS Business Service Center (BSC)** http://www.cals.cornell.edu/cals/faculty-staff/bsc/index.cfm
6. Find out about the **Cornell Asset Transfer System (CATS)** http://cats.dfa.cornell.edu/cats/main.do
7. **The Research Data Management Service Group (RDMSG) is** a collaborative, campus-wide organization that links Cornell University faculty, staff and students with data management services to meet their research needs. https://confluence.cornell.edu/display/rdmsgweb/Home
8. Become familiar with the Cornell **IT Rights and Responsibilities** http://www.cit.cornell.edu/policy/responsible-use/
9. General IT@Cornell Resources for:
   1. Faculty http://www.it.cornell.edu/for/faculty.cfm Lab & Instructional Resources http://www.it.cornell.edu/services/servicelist.cfm?s=50 Academic Technology Center http://atc.cit.cornell.edu/
   2. Staff http://www.it.cornell.edu/for/staff.cfm
   3. Students http://www.it.cornell.edu/for/students.cfm
   4. Guests http://www.it.cornell.edu/for/guests.cfm
10. IT Training Resources http://www.it.cornell.edu/training/index.cfm
11. The Cornell Orientation Site https://www.hr.cornell.edu/orientation/index.cfm

12. Bring your own device (BYOD) support is discussed at:
    http://cals.cornell.edu/about/leadership/ofa/it/byod

IT@Cornell

Your local IT support is provided be CALS-OIT. We are a part of CALS but also affiliated with the larger **IT@Cornell community** http://www.it.cornell.edu

- The East and West IT Service Areas http://cals.cornell.edu/about/leadership/ofa/it/support-contact/ are your first point of contact for all things Technology at Cornell. We support, or can coordinate support for, hardware and software issues on desktop/laptop computers, networking, printing and more. We also manage Department file servers, print servers and CIT-hosted Web servers.
- In addition to two Desktop Support Service Areas, **CALS-OIT** also has:
  - AV/Teaching Technology supports 100+ AV rooms college-wide.
  - IT Engineering runs a number of College-wide IT support services including; patch management, application development and deployment and security services.
  - Administrative Computing develops administrative, reporting and financial systems for the College.
- **CIT is** the Central IT organization at Cornell and they manage campus-wide services such as email, Blackboard, physical network cabling, etc. Rarely do you need to contact them directly, you can put in a request to CALS-OIT and we will either resolve the issue or escalate it to the appropriate folks at CIT. Find out more about CIT @ http://www.it.cornell.edu/about/index.cfm and CIT provided services http://www.it.cornell.edu/services/

Please feel free to let us know if there is any basic or background information about computing at Cornell that you believe would be generally useful. We would be happy to consider adding it here for others to take advantage of.