WELCOME
CoE/CIS NYCTech ITSG

IT Service Group for:
College of Engineering
Computing and Information Science
Cornell NYC Tech

130 Gates Hall
itcoecis-help@cornell.edu
www.it.cornell.edu/support/coecis
www.it.cornell.edu/services-guides/nyctech

Scott Yoest, ITSG Director
# Getting Assistance

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<tr>
<td><strong>Embedded IT Support Staff</strong></td>
<td><strong>x50778 / (607) 255-0778</strong></td>
<td><strong>x55500 / (607) 255-5500</strong></td>
</tr>
<tr>
<td><strong><a href="mailto:itcoecis-help@cornell.edu">itcoecis-help@cornell.edu</a></strong></td>
<td><strong><a href="mailto:engrclasstech@cornell.edu">engrclasstech@cornell.edu</a></strong></td>
<td><strong><a href="mailto:helpdesk@cornell.edu">helpdesk@cornell.edu</a></strong></td>
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<tr>
<td><strong>8:30 – Noon; 1:30 – 4:30 Monday – Friday</strong></td>
<td><strong>8:30 – Noon; 1:30 – 4:30 Monday – Friday</strong></td>
<td><strong>8 am – 6 pm by phone</strong></td>
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<td>• Contact the ITSG Help Desk if you are unable to address your issue with CIT or R25 Support.</td>
<td>• To learn more about Schedule R25 rooms contact your department administrative staff.</td>
<td>• CIT (IT@Cornell) is a separate support group for campus level services and students</td>
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<td>• * Please provide 8 Business Hours notice if possible.</td>
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<td>• ** After hours emergency Press 0 for help</td>
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<td><strong><a href="http://www.it.cornell.edu/support/coecis/">http://www.it.cornell.edu/support/coecis/</a></strong></td>
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ITSG Support Services

Desktop Support
- System Configuration, Setup, Repair
- Equipment Loans
- Printer Setup
- IT Procurement Assistance

Lab Support
- Research Lab Support
- Teaching Lab Software Support and Maintenance

Research/Cluster Support
- Assistance with CIE Server Farm and Services
- Research System Recommendation and Allocation

Application Requests
- Data Capture/Workflow Systems
- Filemaker/MS SQL Hosting
- Website Consultation

Data Reporting
- Academic Reporting and Data Delivery
- Data Source Integration

A/V & Teleconferences
- AV Hardware Management
- R25 room readiness checks
- AV Standardization/Recommendations/Procurement Assistance
- Video Conference Support

Infrastructure Support
- Network Space Allocation
- Static IP Allocation
- IT Security Requirements Assistance
- File System Allocation
- License and Print Servers
ITSG Support

www.it.cornell.edu/support/coecis

- FAQ and How To information
- Department Specific Support Information
- Alert Status for campus and department resources
- Services and Support Information
- Contact and Ticket System information
CoE CIS NYCTech ITSG

Gates 130 or Embedded Office
Walk-In Assistance Available
Monday - Friday
8:30 AM - Noon
1:30 PM - 4:30 PM
itcoecis-help@cornell.edu
www.it.cornell.edu/support/coecis