

## About the ITS Department

Information Technologies & Services (ITS) provides comprehensive IT infrastructure, management, service, and support for the Weill Cornell Medicine community. With its wide range of expertise in new and emerging technologies, ITS plays a vital role in advancing the institution's mission in education, biomedical research, and patient care.

ITS supports more than 10,000 computer users, over 1,000 servers, and numerous clinical, research, and administrative software applications. Our staff's expertise and service offerings spans all areas of technology, from ensuring institutional security standards to creation of high speed networking, from developing websites to assisting with hardware purchasing. ITS also creates innovative computer systems and applications for specific clinical and research projects, including cutting-edge work in genetics and structural biology. As a recipient of major grants for its many initiatives at Weill Cornell Medicine, ITS is a creative leader in the multidisciplinary field of medicine and technology.

## Get Help

### Online

[myhelpdesk.weill.cornell.edu](http://myhelpdesk.weill.cornell.edu)

Report IT issues, make service requests, and search for knowledge articles. Live chat support is available M-F from 9 am - 5 pm.

### In Person

The SMARTDesk offers convenient walk-up IT service for employees and students.

#### 1300 York Ave. - Library Commons

Monday - Friday 9 am – 6 pm  
Saturday 10 am – 6 pm  
Sunday 12 pm – 8 pm

#### 575 Lex Ave. - 3rd Floor Lobby

9 am – 5 pm

### Phone

212-746-4878 (6-GURU)  
M-F 7 am – 7 pm

### Email

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

### Liaisons

Team that provides personal assistance for faculty to ensure their technology needs are met.

[liaisons@med.cornell.edu](mailto:liaisons@med.cornell.edu)

### NYP Information Services Help

NYP IS handles hospital applications and services.

212-746-4357

[servicedesk@nyp.org](mailto:servicedesk@nyp.org)

[ita.nyp.org](http://ita.nyp.org)



# Weill Cornell Medicine

## Information Technologies & Services



## ITS Services for Faculty

## Welcome to Weill Cornell Medicine

ITS offers a multitude of services to WCM faculty that assist your work. From email to sophisticated research and clinical applications, our staff can guide you on which tools meet your technological needs.

While this brochure provides an overview of tools, a full list of faculty services is available at [its.weill.cornell.edu/faculty](http://its.weill.cornell.edu/faculty). Additionally, our Liaison team is an invaluable resource for learning more about our services. Contact [liaisons@med.cornell.edu](mailto:liaisons@med.cornell.edu) for any questions or concerns regarding IT services at WCM.

## CORE SERVICES

**ITS Website** – ITS department's website lists services, news, alerts, and systems status: [its.weill.cornell.edu](https://its.weill.cornell.edu)

**WCM Central** – Your portal to WCM services, policies, procedures, forms and news: [wcmcentral.weill.cornell.edu](https://wcmcentral.weill.cornell.edu)

**Directory** – Includes phone numbers and email addresses for students, faculty, and staff, as well as yellow pages for department info. Log in to edit your profile: [directory.weill.cornell.edu](https://directory.weill.cornell.edu)

**ITS Licensed Software** – ITS licensed applications can be obtained through BigFix Self Service (PCs) or Self Service (Mac) applications.

**Scientific Software** – A suite of tools available for research: [softwarehub.weill.cornell.edu](https://softwarehub.weill.cornell.edu)

**Technology Purchasing** – Free and discounted software and hardware: [its.weill.cornell.edu/techpurchasing](https://its.weill.cornell.edu/techpurchasing)

**Events Calendar** – Submit events, including grand rounds, conferences, and meetings: [events.weill.cornell.edu](https://events.weill.cornell.edu)

**CrashPlan** – Back up your data on up to four devices for a nominal fee: [its.weill.cornell.edu/backup](https://its.weill.cornell.edu/backup)

**Brand Center** – Download official WCM fonts, logos, templates, and more: [brand.weill.cornell.edu](https://brand.weill.cornell.edu)

## SECURITY SERVICES

**Password Management** – Self-service system to manage your password: [identity.weill.cornell.edu](https://identity.weill.cornell.edu)

**Duo** – Two-factor authentication adding an extra layer of security to safeguard data and ITS services when outside of our network: [duo.weill.cornell.edu](https://duo.weill.cornell.edu)

**LastPass** – Easy-to-use, secure and free password manager: [its.weill.cornell.edu/lastpass](https://its.weill.cornell.edu/lastpass)

## REMOTE ACCESS

**myApps** – Provides remote network access to applications/resources, such as Epic: [myapps.weill.cornell.edu](https://myapps.weill.cornell.edu)

**AnyConnect VPN** – Provides access to WCM sites, departmental file shares, and remote desktop when off-campus: [its.weill.cornell.edu/vpn](https://its.weill.cornell.edu/vpn)

## COLLABORATIVE TOOLS

**Email** – Access your WCM email from anywhere: [o365.weill.cornell.edu](https://o365.weill.cornell.edu)

**Email Encryption** – Encrypt sensitive email by adding *#encrypt* in the subject line.

**File Transfer (Over 25MB)** – Send large files using our secure transfer service: [transfer.med.cornell.edu](https://transfer.med.cornell.edu)

**Zoom** – Meeting tool including messaging, desktop sharing, and videoconferencing: [its.weill.cornell.edu/zoom](https://its.weill.cornell.edu/zoom)

**Box** – Free, easy-to-use cloud storage allowing you to access and share your content anywhere, anytime, on any device\*: [box.weill.cornell.edu](https://box.weill.cornell.edu)

*\*Note: Box is for non-confidential data storage. See our Data Classification policy: [its.weill.cornell.edu/dataclass](https://its.weill.cornell.edu/dataclass)*

**Nexus** – Free online space to share information relevant to projects and departments: [nexus.weill.cornell.edu](https://nexus.weill.cornell.edu)

**Poll Everywhere** – Upgrade your presentations and engage your audience with real-time polling: [polleverywhere.com](https://polleverywhere.com)

## LIBRARY TOOLS

**Medical Journals and Databases** – The Library has access to medical journals and databases such as UpToDate, Ovid, PsycInfo: [library.weill.cornell.edu](https://library.weill.cornell.edu)

**Publishing** – Librarians can assist you with editing and publishing journals and articles: [library.weill.cornell.edu](https://library.weill.cornell.edu)

**Grant Editing** – Program to help junior faculty to review/edit grants before submission: [its.weill.cornell.edu/grantediting](https://its.weill.cornell.edu/grantediting)

**Patient Resource Center** – Provides patients resources to make decisions about their health. 1305 York, 2nd Floor: [weillcornell.org/prc](https://weillcornell.org/prc)

**Medical Archives** - Provides access to image collections and other resources regarding the history of the hospital and college: [library.weill.cornell.edu/archives](https://library.weill.cornell.edu/archives)

**Online Training** – Lynda.com and Skillsoft give you access to thousands of courses on popular software: [its.weill.cornell.edu/onlinetraining](https://its.weill.cornell.edu/onlinetraining)

**VIVO** – A website with detailed profiles of WCM faculty and researchers. Profiles include data on publications, teaching, service, and professional affiliations: [vivo.weill.cornell.edu](https://vivo.weill.cornell.edu)

**Duplicating Services** – Duplicating prints scientific posters, letterhead, business cards, PowerPoint templates and more: [its.weill.cornell.edu/duplicating](https://its.weill.cornell.edu/duplicating)

## RESEARCH TOOLS

**Data Core** – Includes your data and applications, in a Windows environment, secured in the WCM cloud. Data Core provides a collaborative, flexible, curated environment for working with confidential data. Data Core is the preferred location for analysis of ePHI by WCM's IRB and NYP: [its.weill.cornell.edu/datacore](https://its.weill.cornell.edu/datacore)

**Data Catalog** – Allows researchers to make their own datasets discoverable to others at WCM, and identify biomedical and health data: [its.weill.cornell.edu/datacatalog](https://its.weill.cornell.edu/datacatalog)

**Cloud Services** – Self-service or ITS-managed compute and storage services (e.g., Amazon Web Services) that comply with WCM's security policies: [its.weill.cornell.edu/ccoe](https://its.weill.cornell.edu/ccoe)

**Secure Remote Archive** – Offers inexpensive storage for large amounts of data not needed for immediate work: [its.weill.cornell.edu/sra](https://its.weill.cornell.edu/sra)

**Lab Websites** – Manage a professional, WCM-branded website for your lab: [its.weill.cornell.edu/labsites](https://its.weill.cornell.edu/labsites)

**Research Personal Storage** – Free 25GB of HIPAA/PCI-compliant storage, with approval from PI: [its.weill.cornell.edu/datastorage](https://its.weill.cornell.edu/datastorage)

**Research File Share** – Offered at a discounted rate for researchers: [its.weill.cornell.edu/datastorage](https://its.weill.cornell.edu/datastorage)

*Unsure about your storage needs? Please contact your departmental liaison or email [liaisons@med.cornell.edu](mailto:liaisons@med.cornell.edu).*

## RESEARCH APPLICATIONS

**Weill Research Gateway (WRG)** – Research administrative portal to manage processes for human subjects, clinical trials, research safety, grants, and more: [wrg.weill.cornell.edu](https://wrg.weill.cornell.edu)

**iLab** – A web-based software program for Core Facilities, including lab and Inventory management: [wcmc.corefacilities.org](https://wcmc.corefacilities.org)

**Architecture for Research Computing in Health (ARCH)** – Matches WCM investigators with tools and services for obtaining electronic patient data: [arch.weill.cornell.edu](https://arch.weill.cornell.edu)

**Informatics for Integrating Biology and the Bedside (i2b2)** – Query de-identified data from electronic health record and research systems of WCM and NYP to discover cohorts of patients preparatory to research: [its.weill.cornell.edu/i2b2](https://its.weill.cornell.edu/i2b2)

**Surveying & Data Capture** – Create online surveys and analyze data for both business and research purposes: [survey.weill.cornell.edu](https://survey.weill.cornell.edu)

## CLINICAL SERVICES

**Epic** – A sophisticated application designed to perform several patient care activities, including visit documentation, order-entry, and more. Managed by EpicTogether: [epictogetherny.org](https://epictogetherny.org)

**POPS** – Faculty can manage their web presence on weillcornell.org, WCM's website focused on patient care services: [pops.weillcornell.org](https://pops.weillcornell.org)