

## 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.

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 or appointment-based IT support for employees and students.

Monday - Friday  
Saturday  
Sunday

**Library Commons**  
9 am – 5 pm  
Temporarily Closed  
Temporarily Closed

**575 Lex Ave., 3rd Floor**  
Temporarily Closed

### By Phone

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

### 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, including Epic support.  
212-746-4357  
[nypres.service-now.com/nyp-portal](http://nypres.service-now.com/nyp-portal)



# 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 department info. Log in to edit your profile. [directory.weill.cornell.edu](https://directory.weill.cornell.edu)

**ITS Annual Report** – Provides the Weill Cornell Medicine community comprehensive information about our activities. [its.weill.cornell.edu/about-us/annual-reports](https://its.weill.cornell.edu/about-us/annual-reports)

**ITS Licensed Software** – Licensed applications can be obtained through the WCM App Store program on managed devices.

**Scientific Software** – A suite of software 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. [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)

**File Share** – Secure storage for data files, documents, databases and more. [its.weill.cornell.edu/datastorage](https://its.weill.cornell.edu/datastorage)

## REMOTE ACCESS

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

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

## SECURITY SERVICES

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

**Duo** – Two-factor authentication required when outside the WCM network to secure data and services. [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)

## COLLABORATIVE TOOLS

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

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

**File Transfer (up to 35GB)** – Send large files using our secure transfer service. [transfer.weill.cornell.edu](https://transfer.weill.cornell.edu)

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

**Teams** – Chat, share files, and make online calls with colleagues. [its.weill.cornell.edu/teams](https://its.weill.cornell.edu/teams)

**OneDrive** – Store and collaborate on files in the cloud, and seamlessly integrate with Microsoft Office. HIPAA compliant. [its.weill.cornell.edu/onedrive](https://its.weill.cornell.edu/onedrive)

**Box** – Free cloud storage, 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)*

**Poll Everywhere** – Add real-time polling to your presentations. [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/research-support](https://library.weill.cornell.edu/research-support)

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

**Patient Resource Center** – Provides patients resources to make decisions about their health. [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** – LinkedIn Learning and Skillsoft give you access to thousands of courses on popular software. [its.weill.cornell.edu/onlinetraining](https://its.weill.cornell.edu/onlinetraining)

**VIVO** – Detailed profiles of WCM faculty and researchers. Profiles include publications, teaching, service, and affiliations. [vivo.weill.cornell.edu](https://vivo.weill.cornell.edu)

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

## RESEARCH TOOLS

**LabArchives** – Electronic Lab Notebook, free to all faculty, staff and students. Unlimited storage space. Available for all OS platforms and on smart phones. [its.weill.cornell.edu/services/research-informatics/electronic-lab-notebook-eln](https://its.weill.cornell.edu/services/research-informatics/electronic-lab-notebook-eln)

**Data Core** – Provides a collaborative, curated environment for working with confidential data. Data Core is the preferred location for analysis of ePHI by WCM's IRB [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** – Compute and storage services (e.g., Amazon Web Services). [its.weill.cornell.edu/ccoe](https://its.weill.cornell.edu/ccoe)

**Lab Websites** – Manage a 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)

**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 tool for Core Facilities, including lab and inventory management. [wcmc.corefacilities.org](https://wcmc.corefacilities.org)

**Research Visibility Dashboard** – assists PIs, CAOs, DAs, and DivA with instight on their sponsored programs. [Research-visibility-dashboard](https://research-visibility-dashboard)

**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 WCM and NYP electronic health record and research systems to discover cohorts of patients preparatory to research. [its.weill.cornell.edu/i2b2](https://its.weill.cornell.edu/i2b2)

**Qualtrics & REDCap** – 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 patient care website. [pops.weillcornell.org](https://pops.weillcornell.org)