

## Welcome to Computing with CITSG!

The IT@Cornell [Staff IT Resources](#) webpage is a great resource to learn more about Cornell specific tools and get information about a wide variety of IT topics.

Below is a brief set of additional IT-related topics and links you may also find helpful!

### Getting Help: How to create a support ticket to request assistance

- Send an email to [citsg@cornell.edu](mailto:citsg@cornell.edu) to automatically generate a support ticket.
- Open a support request form by clicking:
  - the “IT Service Request” desktop icon on a Windows PC.
  - the “IT Service Request” link in the “Self Service” application on a Mac.
- Go to [it.cornell.edu/citsg](http://it.cornell.edu/citsg) and click on “Submit a Desktop Support Request Form.”
- Call the Cornell IT Service Desk at 255-5500 (or 5-5500 on campus).

### Applications Already Installed on Your Cornell Computer

Your Mac or Windows PC will come with the default software provided by Apple or Microsoft. In addition to the default software, your computer will come with the following software:

- **Adobe Acrobat Reader**  
Lets you read Adobe PDF files.
- **Cornell’s malware protection software (SCEP or CrowdStrike)**  
Detects online threats and attacks against your computer.
- **Cornell’s backup software (Code42)**  
Lets you recover backed-up files. For details, visit [it.cornell.edu/code42](http://it.cornell.edu/code42).
- **Cornell’s confidential data scan tool (Spirion)**  
Identifies several types of confidential data on your computer.
- **Cornell’s remote assistance tool (Bomgar)**  
Lets IT support staff connect to your computer (with your approval) to help you.
- **Cisco AnyConnect VPN Client**  
Provides a remote connection to campus networks. For details, visit [it.cornell.edu/cuvpn](http://it.cornell.edu/cuvpn).
- **Microsoft Office**  
Includes desktop versions of Excel, OneNote, Outlook, PowerPoint, Skype for Business, and Word.
- **Google Chrome and Mozilla Firefox**  
Internet browsers.

### How to Install Other Software

- For security purposes, most people don’t have administrative privileges on their computers. However, IT support staff will be able to install other software that you might need to do your job.

- When your IT support staff provide you with software or program updates to add to your computer, you can use a special program to install them without administrative privileges or IT assistance:
  - In Windows, the **Software Center** application lists software available to install
  - On Macs, the **Self Service** application lists software available to install

## Accessing Email

- Cornell uses Microsoft **Office** and recommends the Microsoft email program **Outlook** for sending and receiving business email.
- For the initial setup of your business email, simply open **Outlook** and follow the prompts.
- Connect to the website [outlook.cornell.edu](https://outlook.cornell.edu) anywhere in the world from any connected device to access:
  - your Cornell email and calendar
  - online versions of the Microsoft Office 365 suite (including Word, Excel, Powerpoint, Sharepoint, and OneNote)
- To set up your email and calendar on a mobile phone or tablet, visit setup information for:
  - [iPhone/iPad](#)
  - [Android](#)

## Useful Cornell Tools

- **Duo**  
To provide added security, Cornell requires two-step login to access many sites and services. Visit [it.cornell.edu/twostep](https://it.cornell.edu/twostep) for information and instructions on how to enroll. Secure Cornell web services such as Workday and Box require two-step login.
- **Box**  
Box lets you store and share an unlimited number of files to a cloud location. Access your Cornell Box account and shared files either from a web browser (log in at [cornell.account.box.com](https://cornell.account.box.com)) or using the Box application that can be installed on your computer.
- **Zoom**  
Zoom is video conferencing software that all Cornell employees can access. Use it to schedule and conduct video or telephone meetings. Visit [it.cornell.edu/zoom](https://it.cornell.edu/zoom) for more info.
- **VPN**  
VPN stands for “virtual private network,” and you use the Cisco AnyConnect client to connect to Cornell’s VPN. When you connect remotely using the VPN, you have the same access to campus networks and resources as you would when connected on campus. The remote connection to Cornell services will also be secure – important when using public Wi-Fi networks in airports or hotels. This allows safe remote access to file sharing, printing, remote desktop, and many Cornell web-based services.