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
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. Make an appointment: https://wcmc.simplybook.me/v2/

Library Commons - 1300 York Avenue
Monday - Friday 9 am – 5 pm

By Phone
212-746-4878 (6-GURU)
7 days a week - Available 24 hours

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

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. Additionally, our Liaison team is an invaluable resource for learning more about our services. Contact 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

WCM Central – Your portal to WCM services, policies, procedures, forms and news. wcmcentral.weill.cornell.edu

Directory – Includes contacts for WCM, NYP, HSS users, as well as WCM department info. Log in to edit your profile. directory.weill.cornell.edu

ITS Annual Report – Provides the WCM community information about ITS activities. 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

Technology Purchasing – Request a quote for non-standard hardware and software.

Discounted sofwtare for personal use – On the Hub

Events Calendar – Submit events, including grand rounds, conferences, and meetings: events.weill.cornell.edu

CrashPlan – Back up your data on up to four devices. its.weill.cornell.edu/backup

Brand Center – Download official WCM fonts, logos, templates, and more. brand.weill.cornell.edu

File Share –Secure storage for data files, documents, databases and more. its.weill.cornell.edu/datastorage

REMOTE ACCESS

AnyConnect VPN – Provides access to WCM sites and departmental file shares when off-campus. its.weill.cornell.edu/vpn

SECURITY SERVICES

Identity – Self-service system to manage your password. identity.weill.cornell.edu

Duo – Two-factor authentication required when outside the WCM network to secure data and services. duo.weill.cornell.edu

COLLABORATIVE TOOLS

Email – Access your WCM email from anywhere on the web. 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

Zoom – Meeting tool including desktop sharing and videoconferencing. its.weill.cornell.edu/zoom

Teams – Chat, share files, and make online calls with colleagues. 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

Box – Free cloud storage, access and share your content anywhere, anytime, on any device*. box.weill.cornell.edu
Note: Box is for non-confidential data storage. See our Data Classification policy: its.weill.cornell.edu/dataclass

Poll Everywhere – Add real-time polling to your presentations. 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

Publishing – Librarians can assist you with editing and publishing journals and articles. library.weill.cornell.edu/research-support

Grant Editing – Program to help junior faculty to review/edit grants before submission. library.weill.cornell.edu

Patient Resource Center – Provides patients resources to make decisions about their health. 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

Online Training – LinkedIn Learning and Skillsoft Percipio give you access to thousands of courses on popular software. its.weill.cornell.edu/onlinetraining

VIVO – Detailed profiles of WCM faculty and researchers. Profiles include publications, teaching, service, and affiliations. vivo.weill.cornell.edu

Duplicating Services – Duplicating prints scientific posters, letterhead, business cards, and more. 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

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

Research Data Managemnt – Library website to help researcher with proper research data management practices. library.weill.cornell.edu/data-management

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

Cloud Services – Compute and storage services (e.g., Amazon Web Services). its.weill.cornell.edu/ccoe

Lab Websites – Manage a WCM-branded website for your lab. its.weill.cornell.edu/labsites

Scientific Computing Unit - High performance scientific computing for researchers at Weill Cornell Medicine. https://scu.med.cornell.edu

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

iLab – A web-based tool for Core Facilities, including lab and inventory management. wcmc.corefacilities.org

Research Visibility Dashboard – assists PIs, CAOs, DAs, and DivA with instight on their sponsored programs.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

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

Qualtrics & REDCap – Create online surveys and analyze data for both business and research purposes. 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

myApps – Provides remote network access to applications such as Epic. myapps.weill.cornell.edu

POPS – Faculty can manage their web presence on weillcornell.org, WCM's patient care website. pops.weillcornell.org