How-to’s and other information provided below may help you solve an issue quickly.

CONTACT BTI IT SUPPORT:
btihelp@cornell.edu

BTI IT Support provides the following services:

Technical assistance for computing needs

- data connection configurations – ethernet and wireless
- hardware purchase advice
- security configurations and troubleshooting
- set up new equipment, software installation
- software license pricing and vendor contacts
- software installation / cd installer loans after license purchased
- troubleshoot hardware and software issues
- VPN client installation
- data backup service
- Exchange email and calendar accounts setup
- administer resource and group accounts
- user access to BTI Webportal (intranet)

Public computing equipment

- loaned laptop and digital projector
- maintain Atrium and Room 215 public computers
- maintain video conferencing equipment in Room 217
- maintain graphics room with computers, scanners and poster printer
- maintain microphone and a/v equipment in Auditorium
- maintain public computers and scanner

Regular TO DO’s:

1. Symantec Endpoint Protection (Antivirus) installed and virus definitions up to date
2. Mac and Windows operating systems up to date, all patches installed
3. MS Office, Adobe and other software products up to date with patches
4. Do not keep many folders/files on your desktop
5. Reboot your machine at least weekly

BTI-related Information:

Printing at BTI:
http://bti.cornell.edu/instructions
instructions available for how to configure a printer on your computer
A/V and Video Conferencing Equipment at BTI
http://bti.cornell.edu/instructions

Meeting Rooms - list of rooms and what is available in each
http://bti.cornell.edu/instructions
From your Office 365 Calendar, ‘invite’ a meeting room to a meeting

BTI VPN Client - accessing shared folders on BTI server, accessing http://webportal.bti.cornell
Installation and configuration by btihelp@cornell.edu is required

EzBackup:
Failed notices auto emailed if machine has not backed up for 3 consecutive days (i.e. away Friday through Monday)
First steps to troubleshoot:
Reboot your machine (scheduler is configured to start when machine reboots)
  Power / Energy Settings – hard disk does not sleep
  Network card settings – do not turn off network if no activity

Cornell Services:
itservicedesk@cornell.edu

Cornell Email:
http://outlook.cornell.edu
If Outlook, AppleMail, Thunderbird Mail not working, use the web link to access
Contact itservicedesk@cornell.edu for issues with your account

Phishing/Spam/ Suspicious Email:
DO NOT open attachments / click on links embedded in an email message
Check the Cornell "PhishBowl" website for current phishing attempts
http://www.it.cornell.edu/security/phishbowl.cfm

Cornell IT Website: find solutions to issues of common email, calendar, wireless,
http://it.cornell.edu

Transfer data using Cornell Box - up to 50gb space
http://www.it.cornell.edu/services/box/

MS Office Software:
Office available for free for any BTI-owned machine
Purchase a $10 home use license (staff only) -
http://www.it.cornell.edu/services/software/licensing/available/Microsoft-Office-for-Faculty-and-Staff.cfm#hup
Use online version of Office 365 Pro Plus http://www.it.cornell.edu/services/office365/apps/faculty-staff.cfm

Adobe Software:
Creative Cloud available at no cost for BTI-owned machines. BTI IT Support can install.
Individual license tied to your CU net id available for one BTI-owned and one personally owned machine -- contact btihelp@cornell.edu to request
Bio-IT Subscribed Software
DNAStar/Laser Gene, Sequencher, Genious
Lab must have account set up with Bio-It; monthly subscription and per machine one-time charge
http://www.biotech.cornell.edu/node/137

WebEx Video Conferencing
Free account available using net id
http://www.it.cornell.edu/services/webconferencing/index.cfm

Wireless Networking
CU RedRover Wireless and Eduroam wireless (more secure) available throughout building
http://www.it.cornell.edu/services/wifi/howto.cfm

CU Phones and Audix Instructions
http://www.it.cornell.edu/services/phones/howto/index.cfm

Cornell AnyConnect VPN Client
may need to use this to access library services if off campus (?)
http://www.it.cornell.edu/services/vpn/howto/index.cfm

Training - online training in a variety of areas
Lynda.com
http://www.it.cornell.edu/services/lynda/

Useful Resources:
Search online for a solution to your problem
Microsoft support https://support.microsoft.com/en-us
Apple support http://www.apple.com/support/
Adobe support https://helpx.adobe.com/support.html

http://bleepingcomputer.com
Malware information and tools to remove