Network Support, CoE CIS Tech IT Support

Welcome
In this space you will find support topics not available on the IT@cornell website.
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Request a Change in Data Network Service

The ITSG serves as the network coordinator for College of Engineering and Computing and Information Science. ITSG staff will submit requests to CIT in order to facilitate network changes as requested by the community.

Note: For phone service, contact your department's telecom coordinator.

Submit a Data Network Request

To request a data network change, Submit a Help Ticket.

Include the following information:
- Initial Account Number: For the one-time fees associated with the change, add, move, or disconnect of a data port.
- Ongoing Account Number: For recurring monthly charges.
- Department, Building, and Room(s).
- Jack Number(s) (Typically printed on the network jack. If you cannot locate the jack number, IT staff can assist you.)
- Type of Service: Describe the nature of the work and the future use of the network.
  - Are you adding, removing, or changing the network and services?
  - Is this a staff or faculty office?
  - Is it a lab, research space or classroom?
  - Do you know the Gateway IP address and/or VLAN (below)?
- Who should IT staff contact to gain access to the room?
- Any additional information you think we may find useful.

Completion Time for New Activations: 3-10 business days from the time all required information is submitted.

Urgent Requests: If your request is urgent, please note that in the ticket. The ITSG will work to expedite the process.

Determining the Correct VLAN

VLANS (Virtual Local Area Networks) is the grouping your computer(s) are on. Which VLAN you are on affects what other devices and services you can access. VLANS are organized by department affiliation and usage groups.

<table>
<thead>
<tr>
<th>VLAN</th>
<th>Usage Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>Staff computers and offices</td>
</tr>
<tr>
<td>Academic</td>
<td>Faculty and grad student computers</td>
</tr>
<tr>
<td>Instructional</td>
<td>Classrooms and labs</td>
</tr>
<tr>
<td>External</td>
<td>Conference rooms</td>
</tr>
</tbody>
</table>

If you are not sure which VLAN your request should go on, ITSG staff will make a best guess determination based on the information you provide. Changing the VLAN at a later date is subject to a CIT OCC/Data Change Existing Circuit charge.
Additional Information

CIT network and phone services.