

Documentation topics from RogerG

From 20130606Wed ChemIT roll-out meeting.

ChemIT Web Content & launch related tasks

User Documentation - R:\Chem IT\IT Support\Users & Groups

- o How to add printers
- o How to log on to file servers
- o Software update & malware protection
- o Computer login (& account activation)
- o Sponsored NetID

Special Admin accounts

Some of Chemistry IT Support standards

- o R:\Chem IT\IT Support\Support Standards

Software

- o Available Software & licenses
- o Staff – how to get MS Office for \$10
- o Getting Antivirus

Accounts

- o Request access to group share
- o Linux accounts

Procurement

Common Pointers to CIT docs

IT Security

RedRover

Network Access – Red Rover, Wired, personal vs cornell, VPN,

Telcom – request phone, changes

- o Personal smartphone configuration

Email

Front Page <http://blogs.cornell.edu/chemit/>

- Staff, Contact info, what we do, hours
- SEARCH docs on confluence
- How to request help, what info to include.
- Pointers to docs at <https://confluence.cornell.edu/display/chemit/docs>
- Support expectations
- Response time
- What we support
- Top level index of confluence
- ChemIT.chem.cornell.edu cname?
- IT.chem.cornell.edu

Other

Update references in CU Web documents (search crcf)

Update Phone Message

Email EGA for ChemIT news

Computing Representatives meeting?