

Cloud Support

Mission: Facilitate Cornell's transition to the cloud while encouraging modern DevOps practices.

Cornell Cloud Questions?

1. If you are a Cornell staff/faculty/student, login to Confluence to get access to pages that are private to Cornell.

2. Search this wiki for answers. Use the side bar search

3. Send your question to cloud-support@cornell.edu

4. Connect with cloud practitioners. See [Connecting with the CIT Cloud Team and Cornell's Cloud Community](#)

5. Request support directly from cloud vendors:

- from AWS: [AWS Support and Escalation](#)
- from Azure: [Azure Support and Escalation](#)

Featured Info

- [Benefits of AWS Accounts under the Cornell-AWS Umbrella](#) — We encourage all Cornell teams, staff, and faculty to contact the Cloud Team (cloud-support@cornell.edu) if they have an AWS account that they use for Cornell business or research purposes and that is not part of the contract that Cornell has with AWS. Here are some of the benefits of getting a new AWS account, or bringing an existing AWS account to the master Cornell-AWS contract.
- [Free or Open Source Resources to Help with AWS Security](#) — An annotated list of free resources and open source tools to assist with AWS security
- [Cornell Active Directory Groups for use with AWS Shibboleth \(Cornell Two-Step Login\)](#) — The integration between Cornell CUWebAuth (and Cornell Two-Step Login) and AWS requires Active Directory groups with specific characteristics. When the Cloud Team asks a Cornell AWS account owner to request an Active Directory group from their unit IT support for gating access to roles in the AWS console the following wording can be used in the request.
- [AWS FAQs](#) — Answers to questions about AWS that we often see at Cornell.
- [Access Keys for AWS CLI Using Cornell Two-Step Login - Shibboleth](#) — This document shows how to setup and use the `awscli-login` tool to retrieve temporary AWS access keys using your Cornell netid credentials and Duo (i.e., [Cornell Two-Step Login](#)). Using temporary access keys associated with an AWS role to authenticate to the [AWS Command Line Interface \(CLI\)](#) is much safer than using [fixed AWS access keys tied to an IAM user](#). Now that this option is available to Cornell AWS users, we recommend that fixed access keys no longer be used for humans using the AWS CLI.
- [Azure FAQs](#) — Answers to questions about Azure that we often see at Cornell
- [Cornell AWS Direct Connect Routing Diagrams](#) — This page shows and discusses the different routing options over the [Cornell Direct Connect to AWS VPCs](#).
- [Login to AWS Console with Cornell Two-Step Login](#)
- [Common Azure and AWS Terminology](#) — Folks familiar with AWS who are learning Azure or who are familiar with Azure and learning AWS commonly find it challenging to map terminology from one service to the other. This page provides a mapping between services and names of resource types from each vendor. We include only the most commonly used services and terms.
- [Connecting with the CIT Cloud Team and Cornell's Cloud Community](#) — There are many ways to connect with the Cloudification Team and others at Cornell working on cloud technologies.
- [How to Request a Cornell AWS Account](#)

Search within Cloud Support

Login Links

[AWS Web Console - Traditional](#)

[AWS Web Console - AWS SSO](#)

[Azure Portal](#)

[CloudCheckr - SSO](#)

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- [AWS](#)
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- [Cloud Services Training](#)
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- [VDI, Application Streaming and Application Virtualization](#)