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
   - 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

Recently Updated

Cloud Team - AWS Account Security Review
May 13, 2024 • updated by Paul Allen • view change

Cloud Team - Security Review Procedures
May 13, 2024 • updated by Paul Allen • view change

Baseline AWS Network ACL
Apr 26, 2024 • updated by Paul Allen • view change

Benefits of AWS Accounts under the Cornell-AWS Umbrella
Apr 22, 2024 • updated by Paul Allen • view change

Free or Open Source Resources to Help with AWS Security
Apr 22, 2024 • updated by Paul Allen • view change

AWS Certificate Manager
Apr 19, 2024 • updated by Paul Allen • view change

Cornell Active Directory Groups for use with AWS Shibboleth (Cornell Two-Step Login)
Apr 18, 2024 • updated by Paul Allen • view change

Standard AWS Account Configurations
Apr 02, 2024 • updated by Paul Allen • view change

Using the IT@Cornell Service Catalog Portfolio
Feb 15, 2024 • updated by Daniel P Klinger • view change

AWS Chatbot
Jan 12, 2024 • updated by Paul Allen • view change

Public Topics

- About Cloud Infrastructure & Solutions Engineering Services
- AWS
- Azure
- Cloud Services Training
- Cloud Tools Training
- Common Azure and AWS Terminology
- Connecting with the CIT Cloud Team and Cornell's Cloud Community
- General "How To" Documents
- Public Projects
- Standard Tagging
- VDI, Application Streaming and Application Virtualization