

eSupport immediate help online: <http://support.cumc.columbia.edu>
5-Help (212-305-4357) • 5help@columbia.edu • <http://www.cumc.columbia.edu/it>

Students on the Columbia University Medical Center campus have access to a great variety of technical resources:

- A Columbia email account with 250MB of storage space
- High speed network access while on campus
- Wireless network access at various locations on campus
- Free software including Symantec Endpoint and Microsoft Office
- Technical support for student computers 7 days a week
- Access to public computing systems with the latest hardware and software, including a 24 hour Computer Lounge
- Printing pages through the Pharos system on campus, from both public systems and your own computer
- Free online training on a variety of software programs and technical topics
- Access to the Library's electronic journals and other e-resources, both on and off campus
- Web space to publish your own site on www.columbia.edu

For information on these services and more, please see our Student page online at:
<http://www.cumc.columbia.edu/it/students.html>

We strive to keep our web site focused on helping you quickly find the answers you need, please let us know of any suggestions or comments by sending an email to 5help@columbia.edu.

CUMC IT eSupport

Students can get immediate online support from any Internet-connected PC via CUMC IT eSupport:

- Go to <http://support.cumc.columbia.edu> using your web browser and follow the instructions to start an eSupport session
- You should see a chat window from a technician shortly after you log on - if not, please call the CUMC IT Service Desk at extension 5-Help (212-305-4357)
- Use the chat window to explain why you would like technical assistance, then relax and let the technician do the rest of the work.

eSupport allows you to view the work our technicians are doing on your computer, with a chat window and disconnect button available the entire time they are troubleshooting. It can eliminate the need for lengthy phone explanations or having to schedule an appointment for a technician to come by in person. You can try eSupport anywhere, not just on campus – just log on the next time you'd like help!

About CUMC IT and the Service Desk

CUMC IT is the parent group for a number of resources on campus, including phone and field technical support, the shared NYPH-CUMC network, web design, application and server resources, classroom and A/V management, and much more. The Service Desk includes phone and field technicians at CUMC IT. We provide initial troubleshooting and triage for technical issues as well as advanced support for student computers, typically by appointment. Troubleshooting is available 7 days a week and late most evenings. In addition to phone, email and eSupport, students can walk in to the Service Desk which is right inside the 2nd floor entrance of the Hammer Building for questions, troubleshooting, tutorials and more.