

### **COVID-19 Procedures for CNRG**

The Computer and Network Resource Group (CNRG) will be open from 8:00 AM until 5:00 PM, Monday through Friday.

### **Obtaining Support**

Please e-mail [help@igb.illinois.edu](mailto:help@igb.illinois.edu) to schedule an appointment with CNRG or call the help line at 217-333-4854. CNRG will first attempt to resolve issues through remote access (TeamViewer, Skype for Business, or Zoom) before seeing in-person.

### **In Person Support**

If in person support is necessary, CNRG will take proper precautions to prevent viral transmission. CNRG staff will wear a mask and wash their hands before and after the meeting. Additionally, on a case-by-case basis, it may be appropriate to wear disposable gloves that are available and/or disinfect devices with a 70% alcohol solution that is provided by CNRG.

### **Creating New IGB Accounts**

To create an IGB account, please email [help@igb.illinois.edu](mailto:help@igb.illinois.edu) Once we receive your message, we will create your account and send instructions for resetting your password with your campus AD password. If a new user does not have a campus account, please let us know.

### **Computer Classroom**

The IGB Computing classroom has reopened. If you want to schedule an event in the room, please do so with the form at:

<https://www.igb.illinois.edu/facilities-services/reserve-classroom>

### **Biocluster Training**

Below is a link for a recorded session on Biocluster training. Please contact [help@igb.illinois.edu](mailto:help@igb.illinois.edu) if you have any questions about Biocluster.

<https://vid.igb.illinois.edu/engage/theodul/ui/core.html?id=3402d5b6-f22e-4629-9522-8dade35779fc>

### **Poster Printing**

Due to the changes in schedule, if you have a rush order to print, please let us know as soon as possible by emailing [help@igb.illinois.edu](mailto:help@igb.illinois.edu) in advance of your poster submission. This way we can plan to have someone available to print your poster in the time needed.