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 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 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 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 in advance of your poster submission. This way we can plan to have someone available to print your poster in the time needed.