

COVID-19 Procedures for CNRG

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

Obtaining Support

Should anyone need support, we need a request to be submitted either by emailing help@igb.illinois.edu or calling the CNRG support number at 333-4854. This will allow CNRG staff to attempt a remote resolution of the issue or prepare properly before an in office visit. CNRG may use Skype for Business, Zoom, or TeamViewer to try and resolve issues remotely.

In Person Support

If in person support is necessary, everyone involved take proper precautions to prevent viral transmission. To begin, all involved in the in person meeting must 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

CNRG is not yet prepared to return to offering Biocluster training classes. If someone would need training before that can occur, the recording of the last training is at:

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

We hope to provide more information on a Biocluster training class sometime this Fall.

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.