

Scott Rudolph Hall IT Support Contacts

Support Coverage	Name	Contact Information	In Office Hours
Primary point of contact for departmental IT support	Hugh Chou Research Systems Engineer	hugh@wustl.edu Office: 314-935-4012	M-Th 8:30am-4:30pm
Desktop support if Hugh is unavailable	Arts & Sciences Computing Center https://computing.artsci.wustl.edu	artscihelp@wustl.edu Office: 314-935-8077	M-F 11:00am-5:00pm
Pooled classroom IT support	Center for Teaching and Learning	ctl@wustl.edu Office: 314-935-6810	M-F 8:00am-5:00pm
Room 308 IT support	Larry Mollard	lmollard@wustl.edu Office: 314-935-9448	Tu, Th, F 9:00am-5:00pm
Room 308 IT support (backup)	Arts & Sciences Computing Center https://computing.artsci.wustl.edu	artscihelp@wustl.edu Office: 314-935-8077	M-F 11:00am-5:00pm

Data Backup Options

Several backup options are available to EPS users, including WUSTL Box and CrashPlan. As always, Hugh is available to help get you started and to answer questions.

WUSTL Box

<https://it.wustl.edu/items/box/>

Pros

- Support for Windows, Mac, and Linux
- Access files from any browser or mobile device
- Keep backup copy of data in cloud storage
- Stores multiple versions of files
- Easily share your files with other users
- Use the Box Drive app (Windows and Mac) to use Box storage similar to a network drive (<https://it.wustl.edu/items/box-drive>)

Cons

- Accessing large files and folders can be slow
- Box is not designed for transferring large amounts of data at one time

CrashPlan

<https://it.wustl.edu/services/cloud-backup>

Pros

- Support for Windows and Mac
- Comprehensive backup solution that protects your data in real time
- Capable of storing multiple versions of files
- Users can set data retention policies
- Access backup data and initiate file restores through the app or the web
- Advanced scanning tool that only backs up altered portions of files – therefore saving space and bandwidth

Cons

- Costs \$138 per year to protect 4 devices
- Limited to 5 TB of cloud storage

IT Security

The Cisco Security Endpoint anti-virus solution is now available for all Windows and Mac workstations at the University. Download the software and instructions using your WUSTL Key credentials from: <https://wustl.box.com/v/wueps-cisco-secure>

For more detailed information, visit our page at:

<https://eepscomputing.wustl.edu/>