Quick Links

http://www.amc.edu/students
http://sakai.amc.edu
http://webmail.amc.edu
http://new-innov.com
http://citrix.amc.edu

Library Hours

Academic Year:
Monday - Thursday 8 am - Midnight
Friday 8 am - 9 pm
Saturday 10 am - 10 pm
Sunday 12 pm - Midnight

Summer:
Monday - Thursday 8 am - 9 pm
Friday 8 am - 6 pm
Saturday 10 am - 6 pm
Sunday Closed
Welcome to Albany Med!

The Information & Technology Resources Pocket Guide includes the systems and technologies most frequently used by AMC students and residents. Visit the Schaffer Library website or stop by in person for more information.

<table>
<thead>
<tr>
<th>Inside the Pocket Guide</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest Wireless Internet</td>
<td>2</td>
</tr>
<tr>
<td>Secure Student Wireless Internet</td>
<td>2</td>
</tr>
<tr>
<td>AMC Username &amp; Password</td>
<td>3</td>
</tr>
<tr>
<td>Webmail: Microsoft Outlook</td>
<td>3</td>
</tr>
<tr>
<td>Secure Online Exam Browsers</td>
<td>4</td>
</tr>
<tr>
<td>Library E-Resources</td>
<td>5</td>
</tr>
<tr>
<td>AMC Intranet Resources</td>
<td>6</td>
</tr>
<tr>
<td>Citrix Remote Access</td>
<td>6</td>
</tr>
<tr>
<td>ResponseWare (Students)</td>
<td>7</td>
</tr>
<tr>
<td>Sakai</td>
<td>8</td>
</tr>
<tr>
<td>New Innovations (Residents)</td>
<td>8</td>
</tr>
<tr>
<td>Lenovo Tablets (Students)</td>
<td>9</td>
</tr>
<tr>
<td>Computers &amp; Printing</td>
<td>10</td>
</tr>
<tr>
<td>iPad Loan Program</td>
<td>11-12</td>
</tr>
<tr>
<td>Mobile Medical Resources</td>
<td>12</td>
</tr>
<tr>
<td>Library Online Services</td>
<td>13</td>
</tr>
<tr>
<td>Contacts</td>
<td>14</td>
</tr>
<tr>
<td>Quick Links &amp; Library Hours</td>
<td>15</td>
</tr>
</tbody>
</table>

Library Contacts

Service Desk: 262-5530
loandesk@mail.amc.edu

Reference: 262-5532
library@mail.amc.edu

Administration: 262-5586

Request It!: 262-5538
RequestIt@mail.amc.edu

Thesis Binding: 262-5539

Other Help Contacts

IS Help Desk 24/7: 262-5000
helpdesk@mail.amc.edu

AMC Login Support: 262-5000

Library Tablet Support: 262-5530

Lenovo Warranty Support: 1-800-426-7378

GME Support: 262-3593
Library Online Services

**Request It!**
- Request articles in the Library’s collection or from anywhere, and retrieve them in your Request It! account.
- Go to: [http://cdlc-amc.cdlc.org/illiad/Logon.html](http://cdlc-amc.cdlc.org/illiad/Logon.html)

**Online Catalog**
- View eBook content; find one-click searches for student required/recommended books and Specialty eBooks; manage your Library account; find quick links to Library resources and services; locate materials in the physical library location.
- Go to: [http://amcl.sirsi.net](http://amcl.sirsi.net)

**Suggest a Purchase**
- Recommendations for books, journals, multimedia and iPad apps for addition to the collection are welcome.
- Go to: [http://amcl.sirsi.net](http://amcl.sirsi.net) and click on the *Suggest a Purchase* link. Select a link and submit the suggestion form.

- All requests will be considered but not necessarily purchased. Preference is given to titles relevant to the curriculum, research and clinical practice. If you would like to discuss Library collections or purchases, please call 518-262-5532 or email: library@mail.amc.edu

**Request a Consult**
- Faculty and staff are available to answer questions and help with a wide variety of resources that can be found on our websites.
- Librarians are available 9 am—5 pm, Monday through Friday, or by appointment.

---

**Guest Wireless Internet**

- Guest wireless is available throughout the College and most locations at the Medical Center.
- First connect to "AlbanyMedWiFi".
- Open a web browser, read the *AMC Internet Services Guidelines* and click Accept.

**Secure Student Wireless Internet**

- A secure wireless network is available in the Library, ME building and 16 New Scotland for use during exams.
- Connect to "AlbanyMedStudent" secure wireless by entering your AMC network username and password.

- Setup instructions for this network will be provided to you prior to the first exam. If you need assistance connecting, please come to the Library and ask for computer support.
AMC Username & Password

Your network username and password is managed by the Information Services (IS) department, which grants systems access to students, residents, faculty and staff. Call the IS Help Desk at 262-5000 with questions.

Initial generic password must be changed:

- Go to: https://www.amc.edu/AccountSelfService

- Register and then change your password. If you forget your password or want to change it at any time return to this URL.

- Your password must be a minimum of 8 characters / Max 254, and contain 3 out of 4 of character types: upper case, lower case, number, or special character (ie. !, &, $).

Webmail: Microsoft Outlook

AMC will NEVER ask for personal account information by email! Never provide usernames or passwords in reply to email inquiries.

- Go to: http://webmail.amc.edu and click on Microsoft Outlook WebAccess. Login with your AMC network username and password.

- To access attachments, check the box for “This is a private computer” prior to login.

- To have AMC email pushed to your smartphone go to: http://intranet.amc.edu/mobiledeviceenrollment from a PC on the AMC network. Mobile email service requires adherence to all IS security policies, including complex password and encryption.

iPad Loan Program

Suggest an App:

- If you want to recommend an App, Inkling eBook or iBook title for the Library, you can Suggest a Purchase.

- Go to: http://amcl.sirsi.net Click on the Suggest a Purchase link. Next, select iPad App and fill out the form. All requests will be considered but not necessarily purchased.

Mobile Medical Resources

- Many health-related Smartphone mobile resources are available through the web or Library subscriptions.

- Library subsidized apps and mobile websites include: DynaMed, Ebsco Host, STAT!Ref, Visual Dx, Access Medicine, Access Surgery, Up To Date, Clinical Pharmacology and Psychiatry Online.

- For more information, visit the Library public website.

- Go to: http://www.amc.edu/Academic/Schaffer/index.cfm
iPad Loan Program

General Use/Education:

- iPads, iPad Airs and iPad Minis are available for 3-day out-of-library loan period in support of the curriculum.
- iBook titles and curriculum related apps include: Anatomy 3D, The Brain and Nervous System Pro, Netter’s Histology Flash Cards and iRead Echos.

Curriculum/Reserve Titles:

- Select iPads have several Inkling interactive eBook titles including, Grant’s Atlas of Anatomy and Bates’ Guide to Physical Examination and History Taking. These iPads are available for in-library use only for a 4-hour loan period.
- A full list of current iPad resources and apps is available on the For Students webpage. Go to: http://www.amc.edu/students

Secure Online Exam Browsers

- Students will take all exams online using a secure web browser. Login instructions will be provided by the instructor on the day of the exam.
- GEMS is used for non-proctored exams. To access GEMS go to: http://gems.starttest.com
- NBME is used for proctored exams. To access NBME go to: http://wbt.nbme.org/exam
- You should download the secure browser and ensure that it will work on exam day by taking the practice exam.
- No other program can be running on your tablet during the exam, or you will not be able to begin the exam.
- If your personal device isn’t working and needs repair, a limited number of Lenovo tablets are available for loan on exam days.

GEMS Secure Browser Notice

Please note that while conducting a browser test, before you access an examination, and for the duration of a web-based testing session, the Secure Browser will be running. The Secure Browser is designed to prevent access to unauthorized applications, and is only available on exam day. Any unauthorized applications or programs that were running prior to your signing in to an examination will not be accessible. No programs, including web browsers, can run on a computer being used to take an examination. If you are taking this exam on a personal computer or iPad, you acknowledge and agree to comply with these provisions. If you do not agree to these provisions, do not proceed.

[Continue button]

If you choose not to continue and exit the test, you may start the test again.
Library E-Resources

- For easy and convenient remote access to Library e-resources, go to: http://www.amc.edu/Academic/Schaffer/ELibrary.cfm
- Enter your AMC username and password when prompted.

For Students:
- Section of the Library website with resources most frequently used by students. Go to: http://www.amc.edu/students

Library Computers:
- Wireless Internet access is available throughout the Library.
- 1st Floor Main Area: 10 public PCs, black and white printer, color printer, black and white copier, virus scan station and book scan station.
- 1st Floor Pitkin Lab: 20 PCs and a scanner.
- 5th Floor: 38 PCs, including 5 PCs inside the quiet lab and a black and white printer.
- Pitkin and 5th floor PCs have curriculum support programs and Microsoft Office, including Word and PowerPoint.

Library Printing:
- Students are issued a pre-programmed print balance on their AMC ID badge at the start of each academic year.
- The GME office subsidizes a limited amount for residents.
- If you need help, stop by the Library Service Desk.

J-Building Lounge for Students:
- The Student Lounge has 4 PCs.

M-Building Labs & Lounge for Residents:
- The Resident Lounge has 4 PCs in room M320.
In-person tablet support is available at the Library Service Desk 8:30 am—6 pm, Monday through Friday.

For Lenovo tablet warranty support, call 1-800-426-7378 with the serial number of your tablet on hand.

If your Lenovo tablet is in need of repair, the Library has a limited number of tablets available for loan. Loans are only provided to students with a Lenovo AND if there is a problem with your device. The Library also loans power supplies and stylus pens if yours is damaged.

Ensure that your tablet is always protected from viruses, malware and spyware. Configure your anti-virus software to always be on and scanning, as well as receiving automatic updates.

Free virus scanners include AVG Free, Avast, or Windows Security Essentials.

Free malware scanners include Malwarebytes or Spybot Search and Destroy.

For tablet note taking, the PDF Annotator program is available for download. Go to: http://www.amc.edu/students and look for the link under the Technology section.

Microsoft OneNote comes with your tablet and can also be used for annotations and note taking.

AMC Intranet Resources

Secure internal site with library, academic, clinical, research, and employee information. Includes Sorian, iSite, software downloads, news, event calendar and more. Go to: http://intranet.amc.edu

Citrix Remote Access

Application used for secure access to internal AMC applications such as the Intranet. Available for iPhone/iPad, Blackberry and Android OS 1.5+ devices.

Go to: http://citrix.amc.edu and login with your AMC network username and password. Follow the instructions to install the application. Call the IS Help Desk with questions at 262-5000.
ResponseWare (Students)

- ResponseWare is the tool students use to submit responses electronically during Audience Response System presentations.
- First year students are issued a two year Turning Technologies ResponseWare license to use through the end of second year.
- To submit responses go to: http://www.rwpoll.com from your laptop or download the app for Android or iPhone.
- Create an account using your AMC email address and create a password.
- Submit responses after logging in and entering the Session ID generated by the instructor during class.

Sakai

- Sakai is AMC’s online course management system. Go to: http://sakai.amc.edu and log in with your AMC network username and password.
- Students use Sakai to access theme syllabi, class schedules, class handouts, online exams and lecture recordings. Residents use Sakai to access required Core Competency lectures.
- The college uses Adobe Connect to record live lectures for students and residents. Access lecture recordings by visiting the related Theme or Core Competency worksite in Sakai.

New Innovations (Residents)

- New Innovations is AMC’s web-based residency management suite used to log procedures, view curriculum, and complete evaluations and other tasks.
- Go to: http://new-innov.com or visit the AMC Intranet, click the Clinical Tab, and under Clinical Quick Links, click on New Innovations.
- Call GME at 262-3593 for login problems or questions.
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- Application used for secure access to internal AMC applications such as the Intranet. Available for iPhone/iPad, Blackberry and Android OS 1.5+ devices.

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iPad Loan Program

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| GME Support               | 262-3593 |
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Monday - Thursday  8 am - 9 pm
Friday            8 am - 6 pm
Saturday          10 am - 6 pm
Sunday            Closed