The Department of Information Technology (IT) provides support for a variety of recommended and supported hardware and software products for all HSPH faculty, staff and fellows.

The IT Department is divided into 6 smaller teams:

**Audio-Visual Team:** Provides Audio-Visual services throughout the School.

**Desktop Support Team:** Support includes installation, configuration, network connectivity, troubleshooting, repairs, and general consulting for Harvard-owned desktop PC’s and Mac's.

**Instructional Computing Facility Team:** Operates and maintains the HSPH computing lab facilities, also called the Micro Lab. Provides coursework support to students and faculty in the lab.

**Network Management Team:** Responsible for network connectivity, network security, and the physical aspects of the network (jacks, wiring, switches, etc.).

**Novell Network Team:** Maintains the Novell fileserver and accounts used by the SPH community. Responsible for Novell network security, virus scanning, file and print sharing.

**UNIX Support Team:** Maintains the UNIX fileserver, SPH web server, mail server, and DNS. Responsible for UNIX network security.

The IT Help Desk is the central point for all HSPH computer, networking and server related questions and problems. Whenever possible, the Help Desk coordinator will correct the problem over the phone. If the situation cannot be easily handled on the phone, the Help Desk coordinator will assign the problem to another member of the staff.

The Help Desk may be reached Monday through Friday from 9:00 a.m. to 5:00 p.m. by calling 432-HELP (4357) or via email at: helpdesk@hsph.harvard.edu. You can also use our online request form on our department Web site at http://www.hsph.harvard.edu/it/helpdesk. The Help Desk provides support for HSPH staff, faculty, and fellows.

Many of you know a member of the IT staff personally, but please don’t call them directly with problems. It is very important that all of our calls go to a central location so we can keep track of where your request is in the system and so we can spot problem trends.

**FAQ’s about the Help Desk**

*When should I call the Help Desk?*

You should call the Help Desk whenever you are having a problem with any supported computer or computer related items, whether it is software, hardware, printer, network connection or Email problem. A list of supported items is available on our web site at http://www.hsph.harvard.edu/it/support.

*What info do I need to give them?*

The absolute minimum information we need is your name, phone #, location of your office, department, and a description of the problem. This is especially important if you are leaving a voice mail or sending an Email request. It will help us avoid playing telephone tag trying to get the necessary information.
**Viruses**

For those of you who log into one of our Novell servers, every Thursday the system runs a virus scan on your computer. If a computer virus is detected, an Email notification is sent automatically to both you and the Help Desk. Depending on the particular virus found, you will either be emailed instructions on removing the virus yourself, or someone from the Desktop Support Team will visit your office to remove the virus from your computer. However, there are additional steps you can take to minimize spreading a virus and the damage it causes.

You should make it a standard practice to scan all diskettes you receive from other people before using them and to scan your computer’s hard drive anytime during the week if you suspect you have a virus. If you log into one of the Novell servers, you can do this by clicking on “Start”, “SPH Network Applications”, “Virus Utilities” and then select the drive you wish to scan (A, C, etc).

For those of you not logging into the Novell servers (and even if you do), you can install Dr Solomon anti-virus software on your computer. The software is available at no charge to all staff, faculty and students at the School. It can be downloaded from our website at: http://www.hsph.harvard.edu/it/download. A login name and password is needed to download the software. You can obtain that from the Help Desk at 2-HELP (4357), via email: helpdesk@hsph, or through the online Help Desk request form on the IT website.

If you have any questions or problems, please contact the Help Desk at 432-HELP (4357)

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**Computer Based Training**

All staff, faculty and fellows at the School of Public Health have access to Harvard's online Computer Based Training (CBT) program. There are 30 courses available, covering all aspects of Office 97 and Office 2000.

To access the courses, go to http://www.cbtlive.com. The username is: hvd-login and the password is: hvd-login. Once you are logged in, you can register using your own name and a password you select yourself.

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**Remote Email Access**

The HSPH UNIX (E-mail) system is accessible via the Internet if you have an account with an Internet Service Provider (ISP). ISP’s provide people with access to the Internet via dial-in modem connections, cable modem connections, and/ or satellite dish connections. Examples of ISP's are: IBM WorldCom, AT&T WorldNet, etc.

If you would like to use Eudora email at home, the IT Department can provide you with a CD containing the software and instructions for installing on your home PC. For a CD, contact the Help Desk at 432-HELP (4357) or via email at helpdesk@hsph.harvard.edu. Once you have Eudora installed, you can connect to your ISP and then run Eudora just like you would here at the school.

If you want more information about connecting to the Internet via an ISP, you should contact individual ISP’s directly.

If you do not have an Internet Service Provider (ISP) and want to connect to the HSPH system to check e-mail or use other UNIX services, the Harvard School of Public Health, Department of Information Technology provides its users with direct dial-in access free of charge. This is not an Internet service. Users of this system will be unable to access resources outside of the HSPH network.

You must have a modem installed in your computer and an active HSPH UNIX (E-mail) system account in order to connect to the HSPH system using the direct dial-in access.

For more information, please visit our website at: http://www.hsph.harvard.edu/it/support/pc/remote.