ANNOUNCING NEW AFTER-HOURS SUPPORT PROGRAM

The Department of Information Technology is pleased to announce the start of a pilot program providing after hours support to HSPH staff, faculty and fellows in case of an emergency involving your computer (hardware and software), printer or network connection.

The On-Call program will begin October 6. It will be available Monday – Friday, 5 – 10 pm and Saturdays, 9 am – 1 pm by calling the Help Desk at 432-HELP (4357) and leaving an urgent voice mail message. Once your message is recorded, the technician on-call will be paged and will return your call. The on-call person will not be responding to email, so you must place a phone call to get assistance.

The On-Call technician will be providing phone support only. Every effort will be made to resolve your problem while on the phone, but if it cannot be resolved, someone will be scheduled to visit your office the following business day.

Please keep in mind that this service is for emergencies only and should not be used for routine questions or requests for service that can be performed during normal working hours.

Students should continue to visit the Micro Lab in Kresge, Room LL17 or phone 432-3165 for assistance.

DID YOU KNOW…?

From the smallest microprocessor to the biggest mainframe, the average American depends on over 264 computers per day.

IT WEB SITE

If you haven’t used the IT Department’s web site, you should take a few minutes to check it out.

A list of hardware and software supported is available at: http://www.hsph.harvard.edu/it/support.

Many programs available for school and home use can be downloaded from: http://www.hsph.harvard.edu/it/download.

All information on our web site is updated regularly and should be used as a resource to keep informed on what the IT Department recommends, supports and has available to assist you.

POP vs. IMAP

Most email programs, including Eudora, have the ability to use two different protocols to access email: POP and IMAP.

IMAP stands for Internet Message Access Protocol. Using IMAP keeps your email on the server so it can be accessed from multiple locations.

POP, which stands for Post Office Protocol, downloads the email off of the server onto the hard drive of the computer you are using. So if you use a POP connection from home, when you get back to your office and try to check your mail, it will all be gone.

It is very important if you check email from multiple locations (home, work, etc.) that you make sure the email client you are using is configured to use an IMAP connection.

Any Eudora client configured here at the School by the IT department is set to use IMAP. For instructions on configuring Eudora at home for IMAP use, please visit our web site at www.hsph.harvard.edu/it/pc/support/remote.
PASSWORDS

Passwords and Security

We've all been there. You're sitting in front of your computer staring at what seems like the 50th screen today asking for a password. Which password do they want this time? Most of us have dozens of passwords floating around in our heads and it can get very frustrating trying one after another. So what's the solution?

Many people think the best idea is to just make all your passwords the same thing. The IT Department and the majority of security professionals will tell you that that's not the best answer. If some unscrupulous individual gets hold of a password from just one location, they've got all your passwords. And once they have that, they can get into everything you have access to and that includes our network. So again, what's the solution?

Although it can get complicated, you should have different passwords on different systems. The most secure passwords are a combination of letters and numbers. You should not use your first or last name in any form. Don't use information about yourself that may be easily obtained (your birth date, phone number, etc). If you must write down your passwords, don't put the list in an obvious place - like taped to your monitor. File them away somewhere so you can find them easily if you forget what they are.

Changing Your Novell Password

For those of you using the Novell system, the very first time you log in and then every 90 days after that, you will be told that your password has expired and you will get a prompt asking “Do you want to change your password?” Just say “NO” at this point. It may ask up to 3 times and you should just keep saying NO. After you are logged in, click on:

- The “Start” button (usually lower left of your screen)
- Then select “SPH Network Applications”
- Then select “Network Utilities”
- Then select “Change Network Password”

You will get a screen that first asks for the old password and then after you enter it, you will be asked to pick a new one (minimum of 8 characters). You will have to enter the new one twice, then it might ask if you want to synchronize with other servers, say “YES”. (This will then make the same password change on the SAFS server, for example) Your Novell password has now been changed.

This only changes your Novell password. Your Eudora email password does not get changed through this process.

Changing Your Eudora (or UNIX) Email Password

To change your Eudora or UNIX password, click on:

1. The “Start” button (usually lower left of your screen)
2. Then select “Run”
3. Type: “telnet.exe hsph.harvard.edu” (without the quotes) and click on “OK”
4. A login screen will appear asking for your username and then your password. Type in your current Eudora (UNIX) password.
5. When you get to the “hsph%” prompt, type “passwd” (without the quotes).
6. You will be asked to enter your current password again and then asked to enter a new one. The new one must be between 6 and 8 characters and must include at least 1 (one) number and at least 2 letters. Keep in mind that the password is case sensitive. You will be prompted to enter your new password twice.
7. After your password has been successfully changed, type “logout” and hit “Enter”. Your Eudora (and UNIX) email password has been changed.

NOTE: These instructions are for the HSPH email system. For those on the HOHP email system, just substitute “hohp” everywhere you see “hsph”.

This newsletter is published monthly by the Department of Information Technology and the Department of Operations Harvard School of Public Health, Kresge, Room LL15.

Questions or comments may be directed to (617) 432-4357 or via Email to helpdesk@hsph.harvard.edu