



ITS No Problem

# Guide to Technology resources for Harvard Law School Students

Dear students,

On behalf of the ITS team, I want to welcome you to Harvard Law School. The following is a guide which should answer the vast majority of your technology related questions. If you need assistance or have any further questions, please do not hesitate to call or come see us at the Student Help Desk in the Hauser basement lab (or via email [help@law.harvard.edu](mailto:help@law.harvard.edu) and/or phone 617-495-9576).

## Jason Fuller

*Manager of Technology Support Services*

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## Top Resources

ITS Student site: <http://www.law.harvard.edu/about/administration/its/students/index.html>

Information for HLS Students: <http://www.law.harvard.edu/about/administration/its/students/admit.html>

Information regarding Vista and Office 2007: <http://www.law.harvard.edu/about/administration/its/students/2007.html>

Information on your many different accounts and what they access can be found here:

<http://www.law.harvard.edu/about/administration/its/students/studentaccounts.html>

## MyMail – Student E-mail Accounts

Each student is issued a 250 MB quota for email.

- Information regarding your MyMail accounts can be found on the web here:  
<http://www.law.harvard.edu/about/administration/its/students/sponsored/mymail.html>

## MyHLS iSites – Course Web Sites provided by iCommons

Many, but not all HLS courses have course web sites. Most are in the iCommons course management system.

- You will need to log into iCommons with your HUID and PIN to access your course sites at <http://myhls.law.harvard.edu>.
- Complete list of course web sites can be found at <http://www.law.harvard.edu/academics/courses/myhls.php>.

## Symantec Antivirus – Computer Security and Virus Protection

Before connecting your computer to the HLS Network, please protect your personal computer and network resources.

- Use Virus Protection software. HLS provides Symantec Antivirus (SAV) to all students at no charge.
  - Download SAV from <http://www.law.harvard.edu/about/administration/its/students/sponsored/antivirus.html>.
- Use a strong administrator password. Passwords should be a combination of letters and numbers or special characters.
- Update your Operating System software.
  - Windows users should run windows update to download and install the latest patches.
  - Mac users should run software update.

## NetLocker – Online storage

Each student is issued a 250 MB quota for online storage.

- Information regarding your NetLocker accounts can be found on the web here:  
<http://www.law.harvard.edu/administration/its/students/netlocker.php>

## Network Access on Campus

- Register your wired and wireless connections via FASAccess: <https://autoreg.fas.harvard.edu>
- If you think the jack in your room is not working, please fill out the Jack Repair Request form located at:  
[http://www.law.harvard.edu/apps/its/forms/jack\\_repair.php](http://www.law.harvard.edu/apps/its/forms/jack_repair.php)
- If you are having trouble with the wireless network you can report the problem here:  
[http://www.law.harvard.edu/apps/its/forms/wireless\\_repair.php](http://www.law.harvard.edu/apps/its/forms/wireless_repair.php)

## Public Computers

- **Harkness Commons:** Six iMacs provide e-mail and Internet access and are enabled for printing
- **Austin Hall:** Six iMacs provide e-mail and Internet Access and are enabled for printing
- **Langdell Library:** 90 networked computers provide e-mail and internet access
  - B&W Laser printing available at \$0.10 per page (single or double sided)

## Student Computer Lab – Hauser Hall 030

Academic Year Lab Hours: Monday through Friday 8:30 AM to 7:00 PM

- Contains **Office 2003 Self Installation Kiosks**. Find more information regarding this here: <http://www.law.harvard.edu/about/administration/its/students/sponsored/office2003.html>
- Home of 20 Windows and 5 MacOS computers
- Available applications on lab computers include:
  - MS Office 2003, Macromedia Suite (Dreamweaver, Flash, etc), Adobe Creative Suite (Acrobat, Photoshop, InDesign, etc), STATA, Instant messenger, IE, Firefox and Netscape Navigator, Lexis/Lexis, Westlaw
- B&W Laser printing available at \$0.10 per page (single or double sided), Color laser printing is \$.50 per page.
- There are 2 video editing stations available for video projects.
- Scanner stations

## Student Printing

You can download software to print wirelessly to the HLS public print system from your personal laptop.

- Students are allotted \$100 print credit annually. When that is exhausted, charges are posted to your term bill. **You will not be notified when your \$100 allocation is exhausted.**
- Information regarding student printing can be found on the web here: <http://www.law.harvard.edu/about/administration/its/students/sponsored/printing.html>
- Print accounts are available now, but in order to activate the print account you must go through the Password Change Utility to synchronize your password. Your password is set to your HUID by default. The Password Change Utility is found here: <https://ldap.law.harvard.edu/cgi-bin/webtools.cgi?operation=password>

## Student Help Desk

- Located in the Student Lab, Hauser Hall 030
- Student Help Desk phone number is **617-495-9576**. E-mail address is: [help@law.harvard.edu](mailto:help@law.harvard.edu).
- The Student Help Desk does not provide assistance for research applications such as Lexis, Westlaw, and HOLLIS. Contact the Library for assistance with the applications.
- When requesting assistance from the Help Desk, please bring your equipment, software, power cord, and associated documentation. Due to licensing restrictions the Help Desk cannot lend software.

# Feedback?

If you feel that the **service** ITS provides for the student body in general, was or is not meeting **your expectations**, please don't hesitate to let us know!

You can do three things:

1. You can **email** the Manager of Technology Support Services, Jason Fuller, at [jfuller@law.harvard.edu](mailto:jfuller@law.harvard.edu). He is happy to meet with students any time to discuss their experiences with ITS.
2. You can take a **right** as you leave the lab and visit the **faculty and staff help desk**. The technicians there will happily listen and do what they can to help.
3. You can reply to the "Thank You" **survey email** that is sent once your ticket is closed and score the help desk's service. This is recorded and reviewed by management.