Harvard Medical School Information Technology Department

Welcome from the Harvard Medical School Information Technology Department! Information on this page will familiarize you with how to obtain access to HMS IT services.

Your Harvard ID Number

All Harvard Medical School (HMS) and Harvard School of Dental Medicine (HSDM) staff, faculty, and students are issued a Harvard ID number that corresponds to the first eight digits of your Harvard ID badge. If you don't know your Harvard ID number, please contact the appropriate office listed below:

- HMS and HSDM (staff and faculty): HMS Human Resources at 617-432-2035 or email human_resources@hms.harvard.edu.
- HMS Students' Registrar Office at 617-432-1515 or email registrar@hms.harvard.edu.
- HSDM Students' Registrar Office at 617-432-8243
- School of Public Health Human Resources at 617-432-1046 or email sphhr@hsph.harvard.edu.
- HSPH Students' Registrar at 617-432-1032 or email registrar@hsph.harvard.edu.

Your eCommons Account

All HMS and HSDM faculty, staff, and students need to register for an **eCommons account** using a Harvard ID number. An eCommons account will allow you to gain access to your computer, email, collaboration folders, wireless network, and the eCommons web site - the HMS intranet portal.

Registering for eCommons:

1. Go to **http://ecommons.med.harvard.edu** and click the **New User Registration** link. Click **Register Now** at the middle of the page.
2. Enter your **Last Name** in step 1 and enter your Harvard ID number in step 2, then click **Submit**.
3. Click **Continue** to validate your email address.
4. Create your new password, and click **Submit** to complete the registration process.
   Passwords MUST contain an upper case letter, a number and at least eight characters.
5. When prompted, you must register for Safecode security, a self-service feature you can use to reset your password or unlock your account if needed in the future.
   For account lock out or password reset assistance, self-service instructions are available.
6. Restart your computer and login with your eCommons username and password.
7. Register for Message Me to receive emergency notifications from Harvard University. Visit the Message Me web site for detailed instructions.

Invited Users

Harvard Medical School has an Invited User mechanism that allows visitors and guests (non HMS/HSDM employees) to access various School systems when requested by a Sponsor. **Sponsors must be Harvard Medical School Faculty or Staff and must have a valid Harvard ID number.** Invited User accounts may initially be requested for up to one year, though they may be extended for additional time if approved by a sponsor. Please note that due to the licensing agreements with the electronic journals, Invited User accounts will NOT

have access to the Digital Library. Sponsors will need to complete the invited user form. HMS IT Service Desk will correspond with the sponsor, and provide registration instructions once the Guest account is created.

Email Access

Access your HMS email through the Outlook Web Access (OWA) interface by going to http://email.med.harvard.edu and log in using your eCommons username and password.

Network and Wireless Access

You can connect to the Internet by ethernet connection (wired) or wireless connections. HMS offers two different types of wireless connections, HMS Public and HMS Private. Review instructions on how to access the wireless network.

Safe Computing

Keeping your computer and HMS/HSDM computing resources and data safe is important! HMS Information Technology provides recommendations and resources on mobile device encryption, Virus Protection & Spam, Hard Drive Disposal, Secure File Transfer, Account Security and Back Up and Recovery. For all policies and University contact information, visit the Safe Computing web page.

Research Computing

Computational research is an important part of any Life Science research project. Research computing staff members help researchers get access to software and hardware resources and provide advice on how to use those resources. Visit the Research Computing homepage to learn more about Classes & Training, Computing and Consulting, High Performance Computing, Imaging, Servers, Software and Institutional Review Boards.

IT Client Services Representative (CSR)

Each department at HMS/HSDM has a dedicated team of Client Services Representatives. Their roles are to provide desktop support assistance such as software install, printer setup, email client setup, and hardware/software consultation. View the complete list of departmental CSRs.

TechRefresh

A faster way to get your computing equipment! Provides discounted laptops, desktops, and printers for quad-based faculty and staff. To learn more about this program please visit the techREFRESH web site.

Get Help

The central point of contact for IT support is the HMS IT Service Desk. Call 617-432-2000 or email itservicedesk@hms.harvard.edu.

Business hours and online support forms

HMS IT service catalog and news & announcements