

Welcome!

We created this guide to familiarize you with **clinical accounts**, **software**, and our **services** to prepare you for the upcoming semester!



Who do I reach out to?

ITS Service Desk

Clinic Administrator

Password Resets



Software Installation



Software Malfunction



Software Use and Training

Outlook (Clinical E-mail)



OneDrive, SharePoint, Teams



Time Matters



VDIClinics

Login Lockout



Software Malfunction



Software Use (see above)



File Sharing



Clinic Policies and Procedures



Get Help from ITS

ITS is here to help you!

If you have any questions or concerns please do not hesitate to reach out to the ITS team.

Get Help

- **Phone support** is available **Monday through Friday**, 8:00 a.m. to 5:30 p.m.
Call: +1 (617) 495-0722
- **Or open a ticket:** <https://hls.service-now.com/sp>

**During the academic calendar ITS operates from 8:00 a.m. to 8:30 p.m.*

HLS Services Hub

- Choose '**Get Something**' or '**Get Help**' to submit a request or create an incident ticket.
- Choose '**Get Answers**' to browse HLS Knowledge Base articles.
- Or **Chat** with a technician for quick answers to your IT questions.

**You'll need to log into the Services Hub with HarvardKey before you can chat.*

Learn with ITS

- The ITS team offers remote training sessions via Zoom open to all students, staff, and faculty to help familiarize the community with the software they will interact with.
- View upcoming training webinars on the [ITS Training Calendar](#).

ITS Student Services

- <https://hls.harvard.edu/dept/its/its-services/services-students/>

Clinical Accounts

The following section will review the types of clinical accounts you may receive and which applications you'll use them for.



Accounts and Usage

| | VDI/Time Matters | Clinical E-mail (O365) |
|---|---|--|
| Student Category | Usage: Remote Desktop - VDI Clinics, Time Matters | Usage: E-mail system for clinical work distinct from personal/school e-mail |
| J.D. Students | Username: hls_clinical\jharvard.jdxx* Time Matters: jharvard <i>If applicable, not all clinics utilize TM.</i> | E-mail: jharvard.jdxx@hlsclinics.org* Display Name (GAL) : Harvard, John - HLSCLINICS <i>GAL: Global Address List</i> |
| LL.M Students | Username: hls_clinical\jharvard.llmxx* Time Matters: jharvard <i>If applicable, not all clinics utilize TM.</i> | E-mail: jharvard.llmxx@hlsclinics.org* Display Name (GAL): Harvard, John - HLSCLINICS <i>GAL: Global Address List</i> |
| Other Students Visiting 3L, Berkeley, VSVR, and Exchange Students | Username: hls_clinical\jharvard.mail Time Matters: jharvard <i>If applicable, not all clinics utilize TM.</i> | E-mail: jharvard.mail@hlsclinics.org Display Name (GAL): Harvard, John - HLSCLINICS <i>GAL: Global Address List</i> |
| Visting Summer Students and Interns | Username: hls_clinical\jharvard.20xx* Time Matters: jharvard <i>If applicable, not all clinics utilize TM.</i> | E-mail: jharvard.20xx@hlsclinics.org* Display Name (GAL): N/A |

* For J.D. and LL. M students please replace the xx with the year marking the end of your student term.

* For Visiting Students and Interns please replace the xx with the year in which you began your appointment.

Clinical Software

The following section will review **VDIClinics** and other clinical software applications. Please contact your clinical administrator for information regarding which applications you may use. The clinical administrator will provide software training and usage tips.



Clinical E-mail

Overview

Clinical Office 365 is an e-mail system for students doing clinical and student practice organization work at Harvard Law School.



The clinical account allows you to differentiate your personal or school e-mail from your clinical work related e-mail.

Students are **required** to use their clinical e-mail address for all clinical related work.

How do I access my clinical Office 365 account?

- You can access Clinical Office 365 via web browser (<https://login.microsoftonline.com>) or a mail app on a mobile device (See [Office 365 E-mail Configuration for Android](#) or [Office 365 E-mail Configuration for iOS](#)).
- Clinical Office 365 should not be accessed through the Outlook desktop application or other e-mail applications on laptop or desktop computers.

Logging In and Establishing Multi-Factor Authentication

1. Navigate to: <https://login.microsoftonline.com/>
2. Sign-in using your clinical credentials, e.g. `jharvard.jdxx@hlsclinics.org` and clinical password
3. You will see a message stating “More information required,” please refer to the [Multi-Factor Authentication \(MFA\) guide](#) to establish your authentication method. You will need to complete this step before you will be able to interact with your clinical e-mail.

FAQ

How do I get a username/e-mail address?

- Your Clinical Office 365 username/email will be sent to your **law school e-mail address** (or if you are a visiting student, it will be sent to the **personal e-mail address** you provided to the clinics). This e-mail will come from HLS ITS <hls-help@law.harvard.edu>.

The password sent to me expired because I did not claim the account within 90 days. What should I do?

- Please contact the **ITS Service Desk** for assistance.

Can I forward e-mail from my Clinical Office 365 to another e-mail address?

- **No.** Clinical e-mails may contain client information and therefore automatic forwarding is not an option on Clinical Office 365. You can forward individual e-mails manually.

Can I use calendar sharing?

- Yes, as long as the calendar you would like to see is shared by the owner. For more information, please see [Granting Calendar Access to Another User in O365](#).



FAQ Continued



Can I change my password without contacting the ITS Service Desk?

If you already know your password and want to change it:

1. Navigate to: <https://login.microsoftonline.com/>
2. Login with your clinical credentials and click on your profile initials in the upper right-hand corner
3. Click “My Account”
4. Click **Manage Security & Privacy** in the “Security & Privacy” box
5. Click **Password**
6. Follow the steps to change your password and click **Submit**



If you forgot your password and need to reset it:

1. Navigate to: <https://login.microsoftonline.com/>
2. Enter your clinical e-mail address and click “Forgot my password”
3. Follow the steps on screen to reset your password

Will I have access to my Clinical Office 365 email messages after I graduate or when I am no longer a visiting student?

- No, your Clinical Office 365 account is **deactivated** when your student appointment at Harvard Law School is over.

Is there a bounce back message to senders once my Clinical Office 365 account expires?

- Yes, once your HLS account expires as a student, your Clinical Office 365 email account will be in a **blocked state for 6 months** and then **deleted permanently**.
- We suggest that you establish an **auto-reply** with your alternate contact information a few weeks before the end of your term. Visit the [Automatic Replies](#) page for instructions.

Additional Web Apps

Microsoft OneDrive, SharePoint, and Teams

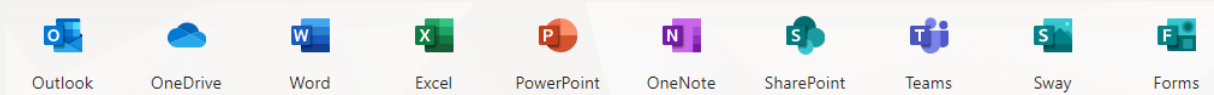
Clinical students with Clinical O365 email accounts are now able to access **OneDrive**, **Teams**, and **SharePoint**.

Carefully review the following information.

- You may use your own device to access these tools if your computer is compliant with the **BYOD Policy** (Bring Your Own Device Policy).
- You must complete the following form before a member of ITS can assist you:
https://harvardlaw.formstack.com/forms/computer_certification_for_clinic_byod
- We suggest utilizing the Office 365 **web applications** while in the VDI Clinics virtual environment until ITS has been able to assist you with encrypting your computer.
- Note that certain computers and operating systems may not meet the security standards required to utilize these applications outside of the virtual environment.

Accessing OneDrive, SharePoint, and Teams web applications

1. Login to <https://login.microsoftonline.com/> using your clinical credentials
2. Once you've logged in you'll see a list of Office 365 web applications as illustrated below:



3. Select the icon for the web application you'd like to utilize
4. A new Tab will open with the selected application.
5. For **Teams** you may need to sign into your Microsoft account again. Once you logged in, you will see the main Teams Page.

Secure & Large File Transfer System

The Secure & Large File Transfer system is a web tool which allows you to securely send large files to any e-mail address—Harvard affiliated or not.

- This system must be used for **Level 3** or **Level 4** file transfers. Please review the [Harvard Information Security Policy](#) to reference different data risk levels.
- You'll receive an automatic notification when the file is received and downloaded.

Logging In

1. Navigate to: <https://hlsfiletransfer.law.harvard.edu/>
2. Click the 'SSO Login' button (SSO or single sign-on will allow you to use the same username and password as your Office 365 account)
3. For a detailed user guide on the Secure & Large File Transfer system navigate to:
<https://hlsfiletransfer.law.harvard.edu/help>

VDIClinics

Overview

The VDI Clinics 'Virtual Desktop' must be used to access the clinical environment where your clinic's applications and data are housed. You'll need to utilize VDI Clinics when working at the clinic or outside of the clinic.

Important information to recall when working in VDI Clinics

- Do not save sensitive work or documents to the desktop. Confidential case files and case related documents should not be left on the desktop where they could be viewed by anyone walking by.

Account

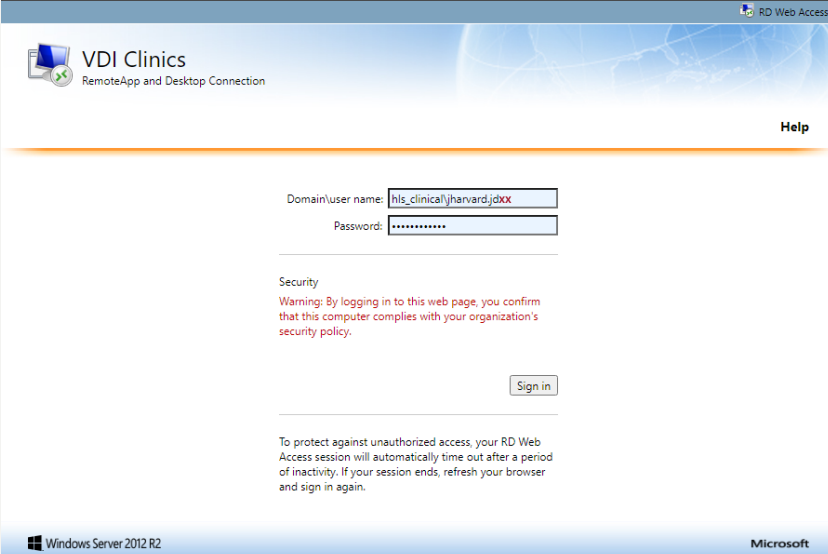
- Your username and password will be sent to your O365 clinical e-mail. You may change your password once you are fully logged into VDI Clinics.
- Please reference the **account chart** on **page 5** regarding the naming convention associated with your clinical account.

Accessing VDI Clinics Remote Desktop

You may access VDI Clinics using your personal computer. Please see the following instructions on how to access VDI Clinics using either a PC or Mac computer.

PC Instructions

1. Navigate to: <https://vdiclinics.law.harvard.edu/>
2. Enter your clinical username and password utilizing the following convention, **domain\username: hls_clinical\jharvard.jdxx** and the provided temporary password.



The screenshot shows the VDI Clinics login interface. At the top left, there is a logo for 'VDI Clinics RemoteApp and Desktop Connection'. In the top right corner, there is a 'Help' link. The main content area contains a 'Domain/user name:' field with the text 'hls_clinical\jharvard.jdxx' and a 'Password:' field with masked characters. Below these fields is a 'Sign in' button. A security warning is displayed in red text: 'Warning: By logging in to this web page, you confirm that this computer complies with your organization's security policy.' At the bottom of the page, there is a footer with 'Windows Server 2012 R2' on the left and 'Microsoft' on the right.

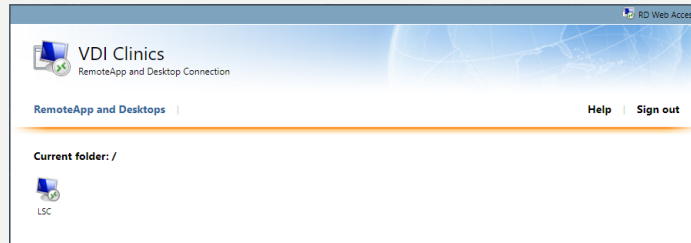


VDIClinics Continued

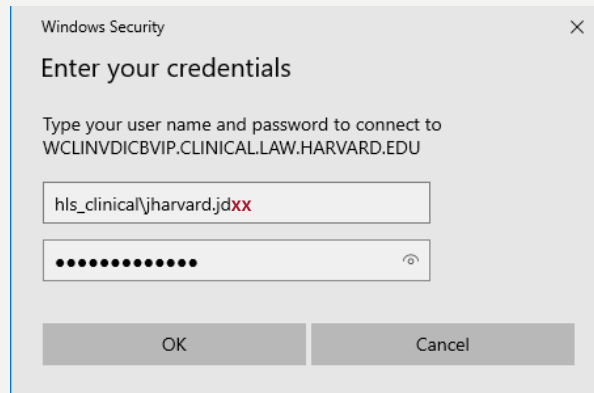


PC Instructions Continued

3. After logging in to the Web Portal, click on the **Remote Desktop Protocol**, or **.rdp file**, with your clinic name listed below. This will initiate a download. *If you do not see this file, please contact your Clinical Administrator.*



4. Navigate to your **Downloads** folder in the **File Explorer**.
5. Open the **.rdp file** by double clicking on it. For added security, you will be prompted for your domain\username and password once again. Enter your credentials, e.g. **hls_clinical\jharvard.jdxx**



When the remote desktop launches it will have a bright green background. You will access your clinical e-mail following the instructions on **page 7**. *For application or software specific questions please contact your clinical administrator.*

Changing your password



When you log into VDI Clinics for the first time we recommend that you change your password.

1. Press **Ctrl + ALT + END** on the computer keyboard
2. Click **Change Password**
3. Enter your temporary password and confirm the new password two times

Choose a strong password of at least 8 characters in length including a letter, a number, and a symbol. For additional information on secure passwords please see: <https://hls.harvard.edu/dept/its/password-faq/>

Ending your virtual session

When you're ready to end your session it's important to disconnect rather than closing the window.

1. Select the Windows **Start menu**  **icon** and click the **Profile icon** 
2. Click **Sign Out**



VDIClinics Continued



Mac Instructions

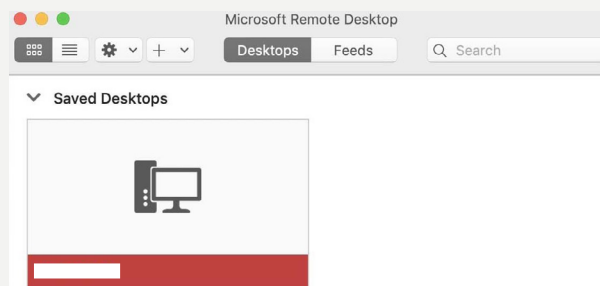


Mac users will need to download and install the **Microsoft Remote Desktop 10** app from the App Store to connect to the remote Windows environment.

Download here: <https://apps.apple.com/us/app/microsoft-remote-desktop/id1295203466?mt=12>



1. Navigate to: <https://vdiclinics.law.harvard.edu/>
2. Enter your clinical username and password utilizing the following convention, **domain\username:** **hls_clinical\jharvard.jdxx** and the provided temporary password. See **page 10** for login reference photo.
3. After logging in to the Web Portal, click on the **Remote Desktop Protocol**, or **.rdp file**, for your clinic. This will initiate a download. *If you do not see this file, please contact your Clinical Administrator.*
4. Once downloaded, select the **Show in Finder** option via the menu carrot “^” to locate the file.
5. Launch **Microsoft Remote Desktop 10** drag and drop the **.rdp file** into the program. This will create the PC for you to login to.



6. Hover your mouse over the PC icon and select the **Pencil symbol** that appears. In the menu that pops up, find the option for your user account and select the **Add User Account** option.
7. Enter the same username and password you used to access *vdiclinics.law.harvard.edu*. Optionally, give this connection a friendly name and click **Add** to finalize.
8. To launch VDI Clinics, click the PC icon. If you receive any errors when logging in, check your username and password or contact the Service Desk for assistance.

Changing your password

When you log into VDI Clinics for the first time we recommend that you change your password.

1. Press **FN + Ctrl + OPTION + DELETE** (on a full size keyboard – **Ctrl + Option + Del**)
2. Click **Change Password**
3. Enter your old password and confirm your new password two times

Choose a strong password of at least 8 characters in length including a letter, a number, and a symbol. For additional information on secure passwords please see: <https://hls.harvard.edu/dept/its/password-faq/>

Ending your virtual session

When you're ready to end your session it's important to disconnect rather than closing the window.

1. Select the Windows **Start menu icon**  and click the **Profile icon** 
2. Click **Disconnect**



VDIClinics Continued



Accessing and Storing Files

Network Drives

See your clinic leadership for information on how and where to store documents.

1. Login to **VDIClinics**
2. Click **START** then **COMPUTER**
3. You will be presented with your clinic's shared drives



Saving Documents to Your Profile

- Each clinical student and staff member has been provided with 1GB of space to store documents within their user profile. **User Profile** refers to Documents, Downloads, Internet Explorer Favorites, and Desktops folder.
- You are able to customize your desktop background, icons, and user experience to your liking.



Time Matters

Time Matters is client, case, and document management software. Not all clinical users will receive a TimeMatters account. Please check with your clinical admin.

Logging In

4. You will receive your Time Matters credentials via your clinical administrator.
5. To access Time Matters, you'll first need to connect to your clinic through **VDIClinics**.
6. Double click the Time Matters icon on the desktop and enter your credentials.
7. For specific questions regarding software use please contact your clinical administrator.

Staff and students should refer to the Time Matters training materials at each clinic for specific information on using Time Matters while working at the clinic.

- View basic tutorials here: <https://hls.harvard.edu/dept/its/clinical-it-services/time-matters-tutorials/>
- Visit the Clinical and Pro Bono Programs site here: <https://hls.harvard.edu/dept/clinical/>

Additional Resources

Additional Clinical Applications: <https://hls.harvard.edu/dept/its/clinical-it-services/clinical-apps/>

Clinical Security Information: <https://hls.harvard.edu/dept/its/clinical-security-information/>

Policy Information: <https://hls.harvard.edu/dept/its/clinical-it-services/vdiclinics-virtual-desktop-information/>

Illustrations by Freepik Stories: <https://stories.freepik.com/>