Contact Information

► Hours of operation (calls outside of these hours will be returned the next business day):
  • Monday – Thursday: 8am – 9pm
  • Friday: 8am – 6pm
  • Saturday: Closed
  • Sunday: 12 – 9pm
► Telephone: 617-495-8835 (5-8835 from any campus phone)
► Email: ptshelp@hbs.edu
► Website:

Desktop Computing

Printing
Documents printed from your bedroom computer go to a shared printer in your living group lounge or building Business Center. Information on how to configure your personal laptop for HBS printing can be found on our Technology site.

Television
Television is available online through your bedroom computer. To launch the service, use your mouse to double-click the Television icon on the desktop.

Power Management
The computer in your room will switch to low power consumption during a set period of inactivity. In this state your computer will appear to be off. To wake it up simply move your mouse, or tap the keyboard. To put your computer to sleep just depress the power button on the right side of the display.

Personal Laptop Computers

Internet Access via Network cable
This option will offer you the fastest and most reliable network connection on campus. Your bedroom is equipped with a convenient data jack that support a standard Ethernet cable. The Program Office can assist with an Ethernet cable if one is not available.

Internet Access via Wireless Network
The speed and performance of the HBS Wireless Network may vary across campus. Therefore, Participant Technology Services (PTS) recommends connecting to the Internet via cable whenever possible.

Choose either...
HBSGUEST is our public wireless network and is the preferred resource for a majority of Executive Education participants. You can connect to this option simply by selecting it from the list of available wireless networks on your laptop or mobile device.

...or
HBSSECURE offers encryption and requires authentication. To configure HBSSECURE contact PTS at 617-495-8835 or ptshelp@hbs.edu so that we may assist you.