Harvard GSE IT - It's Time to Claim Your HGSE Email Address!

Dear Student,
Congratulations on your decision to enroll at the Harvard Graduate School of Education! The Information Technology (IT) department looks forward to supporting your academic success!

Incoming students are given the following primary accounts:

- HarvardKey. Your HarvardKey account is your primary identity and authentication service across all of Harvard University. The system will allow you to logon to nearly all enterprise services, e.g., my.Harvard (student information system), Canvas (learning management system), and other services (Wi-Fi). You will most likely have already provisioned your HarvardKey account at this stage – it was required when you accepted your admission to HGSE.

- Microsoft 365. Our email, calendaring, file storage, and office application service is Microsoft 365. The intent of this email is to offer you the opportunity to self-provision this critical account. It will be your primary email during your time as a student. The provisioning process will allow you to select an official Harvard email address that will look something like firstname_lastname@gse.harvard.edu.

Step One Harvard Key Provisioning
If you have not yet claimed your Harvard Key, you must do so before provisioning your email account. You may claim your Harvard Key at https://key.harvard.edu using your Harvard ID (HUID).

** Harvard Key services are managed and supported by Harvard University IT Services (not our local HGSE IT Team) – please contact them directly with any questions: University IT Service Desk at ITHelp@harvard.edu or call 617 495-7777.

Step Two – Microsoft 365 Account Creation
Please note - Accepted students who remain in an active role at other Harvard affiliated schools and already have a Microsoft 365 email address do not need to create another Microsoft 365 account. If you would like a secondary email address using the @gse.harvard.edu, please send a request to it_onestop@gse.harvard.edu.

1. Create your Harvard email account by selecting the "Manage Your Account and Services" link at https://key.harvard.edu. You will logon to this site using your current HarvardKey username and password.

2. IMPORTANT: Once you have successfully chosen your Harvard email address, your Harvard Key login is updated to your new Harvard address, i.e., the address you just created in the previous step.

3. EQUALLY IMPORTANT: Official confirmation and additional details for accessing your @gse.harvard.edu account will be sent to your Harvard Key recovery email account, not to your new Harvard email account.

4. Please allow 24 hours for your new Harvard email account to be available.

5. This account will be valid while you are a student at HGSE and will remain available for 365 days following your graduation date.

If you have any issues with claiming your account, please send a request for support to GSE-IT One Stop.

Accessing Microsoft 365

Your official account provides access to a rich set of applications and services. Email, calendaring, file storage, and office applications are available online and through direct downloads of the Microsoft Office suite to your personal computer and mobile devices.

- Online: Your Microsoft 365 account may be accessed through the University portal at https://huit.harvard.edu/microsoft-365

- Download: Your Microsoft 365 licensing allows for local installations on your laptop and mobile devices. Guidance can be found at https://huit.harvard.edu/office-365.

Again, we look forward to supporting you!

Kind regards,
HGSE IT

Chief Information Officer | Harvard Graduate School of Education | www.gse.harvard.edu 1