

information technology



Dear Student:

Congratulations on your admittance to the Harvard Graduate School of Education! The Information Technology (IT) department looks forward to supporting your academic success! As part of your pre-arrival preparations, incoming students are given three primary accounts:

- **HarvardKey.** Your HarvardKey account is the 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 (wifi). You will most likely have already provisioned your HarvardKey account at this stage – it was likely required when you accepted your admission to HGSE.
- **Microsoft Office 365.** Our email, calendaring, file storage, and office application service is Microsoft Office 365. The intent of this email is to offer you the opportunity to self-provision this critical account that will become your primary email account during your time as a student. Directions for creating this account are included below. The provisioning process will allow you to select an official Harvard email address that will look something like firstname_lastname@gse.harvard.edu.
- **HGSE Network ID.** In addition to the University-wide accounts previously noted, the Harvard Graduate School of Education provides you with a network account that supports access to local computing resources on campus – specifically student computers (Gutman Library) and our Event Management System used for reserving conference rooms and study spaces. You will not need your HGSE Network ID until you come to campus – we will provide additional instructions for setting up and using this account later this summer.

Our apologies if this sounds a little confusing! The set up and provisioning of your identity and services as an HGSE student involves a lot of preparation and planning to ensure we have the correct information about you.

And...Some of you may already have Harvard O365 accounts, such as Prevention, Science & Practice students transitioning from a Master's to a CAS. No additional action (reading) is required.

Step One Harvard Key Provisioning – You will have most likely claimed your HarvardKey at this point.

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 Office 365 Account Creation – You will likely **not have created your official HGSE email account**

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.
 - a. Here is a [Step-by-step Guide](#).
 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. IMPORTANT A YEAR FROM NOW: This account will be valid while you are a student at HGSE and will remain available for 230 days following commencement. Harvard University Alumni Services offers services for preserving a Harvard-branded email address following graduation.
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Accessing Microsoft Office 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: Outlook Online at <https://www.outlook.com/harvard.edu> or the Harvard Microsoft Online portal, <https://mso.harvard.edu> Select LoginType “Office 365 for Harvard”

Download: For your free copy (up to 5 devices) of the Office ProPlus suite of software, visit the Get Setup section of the MSO portal, <https://mso.harvard.edu/get-setup>

Again, we are excited to see you on campus and look forward to supporting your time at HGSE.

Kind regards,
HGSE IT

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