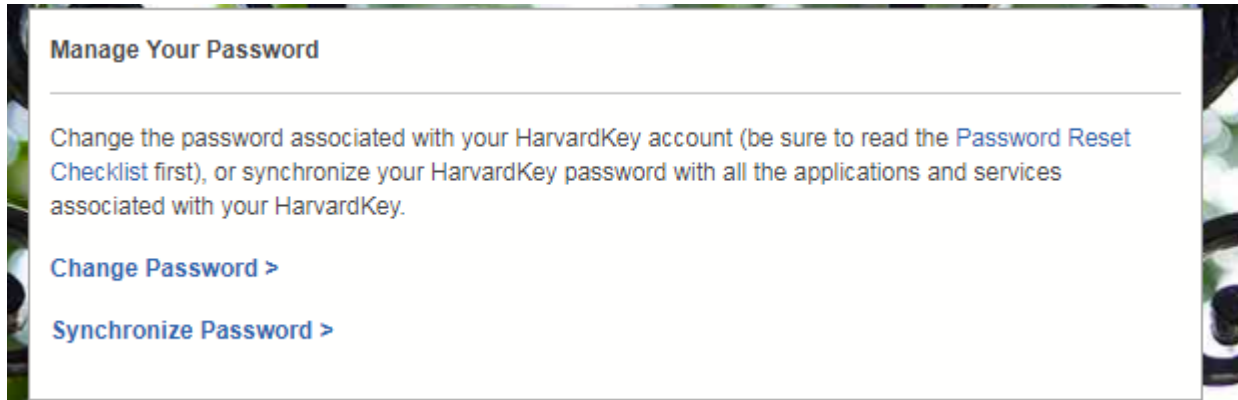


If you are receiving an error message of “Unable to Log in O365 email with your HarvardKey password” and you have waited 24 hours for your account to be complete, please follow these instructions to resolve the issue:

- 1) <https://key.harvard.edu/>
- 2) Go to Manage Your Password and click Synchronize Password.



- 3) Enter the Harvard Key Password and Submit.
- 4) Go to <https://www.outlook.com/harvard.edu>. Enter Harvard O365 email address & Harvard key password. After this step they are able to Sign in to Office 365 Account successfully