**FAS Self-service New Onboarding Messages**

**Onboarding Case #1:** New hires at FAS with no previous record at Harvard

Dear <First Name Last Name>:

Welcome to Harvard! This email provides instructions on how to claim you **HarvardKey,** which will allow you to create your **Harvard email address**.

As a first step, we have assigned you a Harvard University ID (HUID) <HUID> which is unique to you and will allow you to create a **HarvardKey**, which are credentials for getting access to Harvard systems. Please follow the instructions below to claim your HarvardKey and activate your Harvard email address.

**Step 1 – Claim your HarvardKey:**

* Go to <https://key.harvard.edu/select-user-type> and enter the HUID provided above. Follow the instructions on the screen to claim your HarvardKey and pick a secure password.

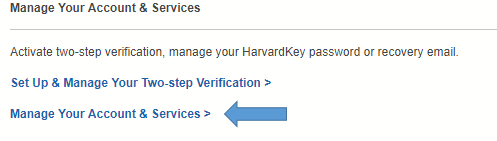
**Step 2 – Enable DUO, Harvard’s two-step verification service:**

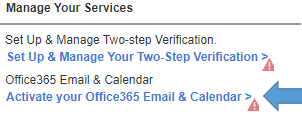
Two-step verification is required when accessing any internal system using your HarvardKey credentials. **It is** an extra layer of security to ensure you are the only person who can access your HarvardKey account.  This verification step requires you to install the **DUO App** on your mobile device

* Go to <https://key.harvard.edu/manage-account/mfa> on a computer and follow the on screen instructions to install the DUO App on your mobile device. Follow the instructions to enable two-step verification for your HarvardKey account.

**Step 3 – Choose your FAS email address:**

* Go to <https://key.harvard.edu> and log in using your HarvardKey and password.
* Select the **“Manage Your Account & Services”** link, as shown below.



* Select **“Activate Your Office365 Email and Calendar,”** as shown below. 
* Follow the on screen instructions to choose your Harvard email address from the options provided.
* You will receive an automatic email notification confirming the successful activation of your new Harvard email address, which will then become your **HarvardKey login email address** going forward. Your password remains the same.
* Within 24 hours of activation, you should be able to access your email inbox online with your HarvardKey credentials at <https://outlook.com/harvard.edu>

**If you have any questions or need technical support during the process, please contact Harvard University IT (HUIT):**

HUIT Service Desk  
Email: [ithelp@harvard.edu](mailto:ithelp@harvard.edu)  
Phone: 617-495-7777

Hours  
Monday - Friday: 7:30AM-6:00PM   
Saturday: 12:00PM-4:00PM  
Sunday: 12:00PM-4:00PM

Thank you,

[Manager’s name]

**Onboarding Case # 2**: Transfer employee who needs an FAS account before his/her official employee start date.

Dear <First Name Last Name>:

Welcome to the FAS!

As a transfer from another Harvard School, you will retain your existing HUID; however, as part of the FAS onboarding process, your HarvardKey login and University official email address will need to change to your FAS email address.  Please follow the **required** steps as outlined below.

**Step 1:** Email [ithelp@harvard.edu](mailto:ithelp@harvard.edu) with your preferred email format and an effective date your Harvardkey login should be changed.

* Select an email format option:
  1. FirstName\_LastName@fas.harvard.edu
  2. FirstInitialLastName@fas.harvard.edu
  3. FirstInitialMiddleInitialLastName@fas.harvard.edu
  4. FirstNameLastName@fas.harvard.edu
* Provide a date **before** your FAS start date for your HarvardKey login and University email address to transition.
* The email address transistion will occur between **8:00–10:00 am on the date** you provide. **Do not log into your email account** during this time.

Your FAS email address will replace your current HarvardKey login email address. **Your HarvardKey password remains the same.** The content of your mailbox will remain intact. You will be notified of successfully completed changes by an automated message sent from the HarvardKey system.

**Please note:** If you have an HBS O365 mailbox (@hbs.harvard.edu) or a Harvard Google email account (@g.harvard.edu, @college.harvard.edu, etc.), it will not be affected by this change.

**If you have any questions or need technical support during the process, please contact Harvard University IT (HUIT):**

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Hours  
Monday - Friday: 7:30AM-6:00PM   
Saturday: 12:00PM-4:00PM  
Sunday: 12:00PM-4:00PM

Thank you,

[Manager’s name]