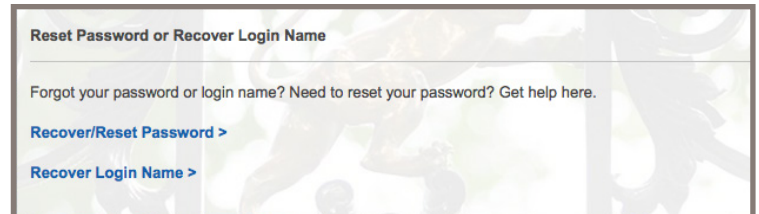


Quick Guide to Recovering or Resetting Your HarvardKey Password

Need to reset your HarvardKey password, or forgotten your password and need to recover your account? Simply follow the steps below.

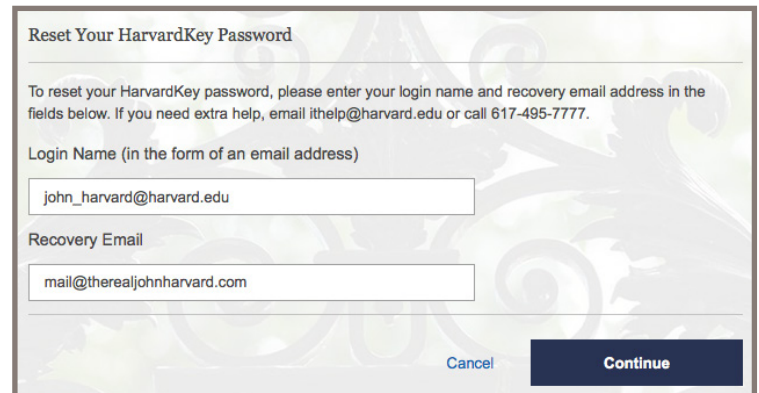
1. Get Started

To start, visit <https://key.harvard.edu> and select the **Recover/Reset Password** link in the “Reset Password or Recover Login Name” box.



2. Provide Your Details

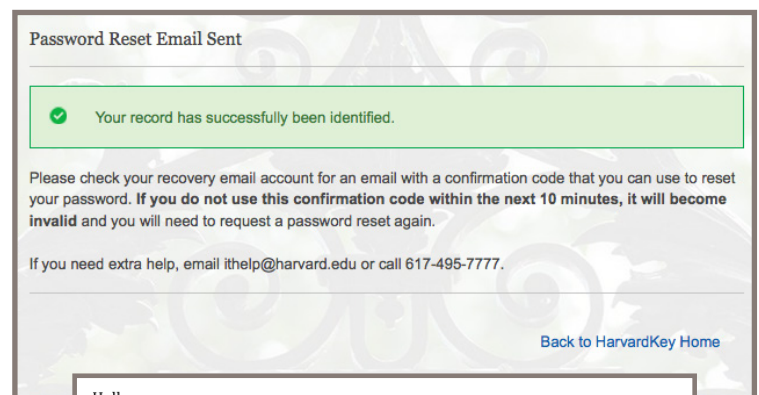
On the next screen, enter your login name (the email address that you use to log in to HarvardKey) and the recovery email address you provided when you claimed your HarvardKey. If you have more than one recovery email, you can enter either of them. When you're done, click **Continue**.



3. Check Your Email

Once the system has successfully identified your account, you'll see a confirmation screen like the one at the right. If you don't receive confirmation, please email ithelp@harvard.edu or call 617-495-7777 for help.

Next, check the email account you provided as your recovery email for a message like the one at right. It contains a confirmation code and a link that you'll need to use to reset your password. **Please note that if you don't use the confirmation code within 10 minutes of requesting a password reset, it will become invalid and you'll need to request a password reset again.**



Hello,
You are receiving this email because you recently asked to reset the password for your HarvardKey account. To do so, please use the following confirmation code (copy and paste for best results):
ITG3 DRDV
Enter your confirmation code in the following web page (click, or copy and paste into your web browser):
<https://key.harvard.edu/verify/TQAQI8YK>
This confirmation code will expire in 10 minutes. If you don't reset your password during this period, you will need to submit another password reset request.
If you have any problems changing your HarvardKey password, please contact our support desk at ithelp@harvard.edu or +1 617.495.7777. If you feel you have received this email in error, simply ignore it and continue to use your existing password.
Thank you for using HarvardKey!

4. Enter Your Confirmation Code

Copy the confirmation code from the email, and then click on the verification link (or type that address into your browser's address bar). You'll see a screen that looks like the one at right. Paste the confirmation code into the box, and then click **Continue**.

5. Choose Your New Password

Now it's time to set your new password. Enter it in the "New Password" field illustrated below. Be sure to follow the rules listed in the box; green checkmarks will appear to confirm that you've met all the password requirements. Confirm your password in the "Confirm Password" screen, and then click **Submit**.

Success! When you're done, you'll see a screen like the one below. You'll also receive an email at your recovery address confirming that your password has been reset. Now that you've reset your password, **don't forget to update your HarvardKey password** in any password managers, apps that save your password, or other places where you may have your password stored. Forgetting to do this could result in your being locked out of your account, so be sure to visit the HarvardKey Claim Checklist at <http://reference.iam.harvard.edu/harvardkey> and follow the instructions.

Need Help?

If you have any questions about claiming or using your HarvardKey, have a look at the Frequently Asked Questions on the HarvardKey help site, located at <http://reference.iam.harvard.edu>. If you can't find the answers to your questions there, or if you need one-on-one help, don't hesitate to contact the HUIT Service Desk at ithelp@harvard.edu or **617-495-7777**.