Harvard Phone enhancements to support HarvardKey and Two-Step Verification

Communication Services will be enabling HarvardKey along with Two-step verification (DUO) for users to access the Harvard Phone User Portal and Jabber Application starting on Friday evening, January 17th 2020. This will ensure users are utilizing the University’s unified login credentials along with providing better security to user’s phone applications.

Users should be made aware of the following:

1. **Saturday, January 18th** users may need to Sign back into Jabber once the platform is updated.
2. **After Saturday, January 18th** users may update their bookmarks to be directed to Single Sign On for the Harvard Phone User Portal; [http://phone.harvard.edu/selfservice](http://phone.harvard.edu/selfservice).
3. Users will start to be prompted for HarvardKey login and Two-Step verification starting the weekend of January 18th. *There could be a delay of up to 48 hours before a user is prompted for HarvardKey upon login.*

**Integration HarvardPhone in ServiceNow** will be disabled on the following dates:

- Friday, January 17th starting at 6 p.m. through Saturday, January 18th at 9 a.m.

Updates and Instructions for HarvardKey and Two-factor that may help users with the new procedures can be found [here](http://phone.harvard.edu/selfservice). Please forward this information on to your users.

Feel free to contact us at 617-495-4900 with any questions or concerns.
The first time Users log in to the Harvard Phone User Portal:

Users will be prompted for HarvardKey Login:

Please Log In

To log in, please select your login type from the tabs below and enter your credentials. If you're not sure what login type to use, look here for how you login with HarvardKey.

HarvardKey

Login Name (in the form of an email address):

Password

**********

Login

Users will then be directed to Two-Step verification:

*Clicking “Remember me for 30 days” will keep your authentication for 30 consecutive days, eliminating the need for you to authenticate with two-step verification each time you log into this application.
The first time Users Sign in to Jabber from Desktop/MAC/iPhone/Android:

Users will be prompted for **HarvardKey Login**:

![HarvardKey Login Form]

Users will then be directed to **Two-Step verification**:

![Two-Step Verification]

* Clicking “Remember me for 30 days” will keep your authentication for 30 consecutive days, eliminating the need for you to authenticate with two-step verification each time you log into this application.

If users need to claim a HarvardKey they may visit [https://reference.iam.harvard.edu/harvardkey](https://reference.iam.harvard.edu/harvardkey)

For instructions on Two-Step verification [https://harvard.service-now.com/ithelp?id=kb_article&sys_id=97c56d093778f68036fdd8d543990e78](https://harvard.service-now.com/ithelp?id=kb_article&sys_id=97c56d093778f68036fdd8d543990e78)

For assistance with HarvardKey and Two-step verification users may contact their local service desk.