HSR Requests for Vendor/Consultant Access

HSR Requests

Occasionally vendors or outside consultants will need access to Harvard's E-Resources. Due to two-factor authentication, people currently not affiliated with Harvard will need to have a unique accounts created. Referred to as HSRs (Harvard Sponsored Role), the HL manager will need to fill out a HSR form. Once HL receives notice that their HUID is completed, contact LTS so the new user can have e-resource or other systems permissions.

As of July 15 2021, HSR requests are submitted via the [HSR Portal](https://harvard.service-now.com/ithelp?id=sc_cat_item&sys_id=2d0ca22f1b703450e1928402604bcbf1).

For the HSR form you will need:

- Name
- Email address
- Date of Birth
- Organization (if the individual is associated with a vendor, firm, or other organization)
- Start Date
- End Date

Once the HUID has been created,

- Tell the user how to [claim their HarvardKey](https://harvard.service-now.com/ithelp?id=sc_cat_item&sys_id=2d0ca22f1b703450e1928402604bcbf1)
- Submit a ticket to LTS Support to request permissions be added to the user's account

Claiming your Harvard Key

The new HSR needs to claim their HarvardKey themselves in order to log in to Harvard systems.

A HSR can claim their HarvardKey here

Make sure the "New to Harvard" tab is selected and click "continue", then follow the step-by-step instructions to set up a login email, password, backup/recovery email, and method for DUO two-step authentication. The user will receive a confirmation email at the end confirming that they have claimed their HarvardKey.

For further help with claiming HarvardKey, [contact the HUIT Help Desk](https://harvard.service-now.com/ithelp?id=sc_cat_item&sys_id=2d0ca22f1b703450e1928402604bcbf1).

Further Information

[HUIT Identity Access Management](https://harvard.service-now.com/ithelp?id=sc_cat_item&sys_id=2d0ca22f1b703450e1928402604bcbf1)