

Package Concierge Locker System

Packages addressed to residents of One Western Avenue will be put into the Package Concierge locker system located in the package room*. Please read the very important information below so you can retrieve your packages.

	Registering	Creating A PIN	When a package arrives
Residents	<p>You have been pre-registered using the email address on file in the Harvard University Housing Portal.</p> <p>If you want to update the email address used by Package Concierge, please contact the Property Management Office.</p>	<p>Please look for an email from Package Concierge with information about creating a PIN. If you are living with authorized occupants 18 or over you will also have received an email with their registration information.</p> <p>If you can't find the emails, please call Package Concierge at 888.989.7225 or send an email to support@packageconcierge.com.</p>	<p>When a package for you is put into a locker you will receive an email from Package Concierge. If you have not yet created the PIN necessary to retrieve it, the link for doing so will be in the notification email.</p> <p>Please be sure that the email on file in the Harvard University Housing portal is one that you check regularly – or that you have asked the Property Management Office to update your Package Concierge contact information to an email that you do check regularly. Else, you run the risk of not knowing a package has arrived for you.</p>
Authorized Occupants (18 years old and above)	<p>You have been registered using the email address for the tenant with whom you live as it appears in the Harvard University Housing Portal.</p> <p>You can change the email address used by Package Concierge by contacting the Property Management Office.</p>	<p>Please see above.</p>	<p>If you have asked the Property Management Office to update your Package Concierge contact information you will receive an email notifying you that a package has arrived for you. If you've not yet created a PIN, the link for doing so will be in the notification email.</p> <p>If you have not updated your Package Concierge contact information, package notifications will go to the email address on file in the Harvard University Housing portal for the tenant with whom you live.</p>

* Some delivery drivers may not utilize the Package Concierge system and some oversized packages will not fit in the lockers. In these cases, delivery drivers will likely leave packages on the floor or shelving outside the package room and you will not receive an e-mail notification from Package Concierge.

For questions regarding the use of Package Concierge, please contact them at 888.989.7225 or send an email to support@packageconcierge.com.

Download the Package Concierge mobile app from Google Play or iTunes.