Welcome to Harvard at Trilogy
Here is some information to get you settled in your new home. Once you have connected to the Internet you can get additional information about living in Harvard at Trilogy on the resident section of our website.

Contact the Property Management Office: huh_trilogy@harvard.edu, 617 998-7549

Connecting to the Internet
Internet access in apartments and common areas are provided by XFINITY wireless service. The xfinity flyer has information about creating an account (including the network and network password) and registering your devices. Please call the Comcast Support Team at 866-848-0281 if you need help setting up your account and logging on.

Apartment and Building Access
The Property Management Office will provide a temporary building access card for each tenant and authorized occupant who does not have an active HUID. Apartment key fobs and temporary building access cards will be placed in a lock box and we will send you pick-up information prior to your arrival. Please contact us when you have received your ID so we can program it for access.

SIM Cards for International Students
The Property Management Office has SIM cards that you can put into your existing phone and pre-pay for the text, talk, and data access you want. You can use it the entire time you are here or as a gap solution until you get a US phone. Please contact the office for more information.

Parking
Parking for residents is available, for an additional fee, in the basement garage that is owned and operated by VPNE Parking Solutions. For information and an application form, please call 617-236-5558, email trilogy@vpne.com, or go to the parking site office located on P-1 of the garage.

Laundry
Washers and dryers are available in the laundry room located on the second floor of the building. Machines operate by coin (exact change required) or by credit card.

Recycling and Trash
The trash room on each floor has a recycling chute and a trash chute.

Safety Information
Please carefully read the important Safety First information, review the evacuation route on your door, and develop your own emergency action plan.
Help Us Stay in Touch
Email is our primary method of contacting residents and their emergency contacts, so it is important that the email addresses we have on file are current and checked frequently.

- To update your email address, if needed, please log in to the Resident Portal.
- To change your emergency contact information please send an email to leasing@harvard.edu.

Loading Dock
The opening to the loading dock is located on Kilmarnock Street and is open daily from 8 AM to 8 PM. Residents who wish to use the loading dock must request a specific time and date through the management office. Upon approval from Samuels & Associates, which manages the loading dock, the management office will email you with confirmation information.

Common Area Update
The Common Room, Exercise Room, and Study are closed until further notice in order to stem the spread of the coronavirus. We will notify tenants when we reopen them.