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PennKey Accounts

Last Modified on 12/09/2025 11:20 am EST

A PennKey is a University of Pennsylvania username used for online authentication. This article provides an overview of PennKeys, including the services they govern and how to obtain or reactivate your PennKey.

Known Issue: If you get an error that includes the words "web stale request", try the following:

- Refresh your app or webpage and log in again.
- Clear your browser's cache.
- If you are using Chrome and the first two options don't work, try logging in to a *different* PennKey-based platform and then return showing Stale Request.
- If you are on your phone, make sure you only tap **Go OR Login,** not both. It's easy to tap one and then the other, which will send the request twice and generate this error.

Before You Start

You will need the following before you can complete this task:

- Access to a standard internet browser
- **Students:** To create a PennKey, you must have received an email from the University containing a setup code. If not, please contact support@wharton.upenn.edu.
- **Faculty / Staff:** Work with your hiring contact to obtain the appropriate PennKey setup instructions.
- **Alumni**: Contact the Alumni PennKey team to help you set one up, or reset your password.

Notes:

- All Penn-affiliated users must have a PennKey to log in to Penn Canvas. This is a University of Pennsylvania policy, one for which we can't offer exceptions.

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Creating a New PennKey

Your PennKey is the username you use to access many of Wharton and Penn's networked systems and services. Begin this process well before you will need access -- we recommend at least a week. Depending on whether you

are a student, faculty, staff, alumnus, or guest, the process will vary.

We **strongly** recommend that once you obtain your PennKey you enroll in the Self-Service Password Reset service (also known as **SSPR**). This will allow you to reset your PennKey password online if you forget it. If you do not enroll in SSPR, resetting a lost password becomes far more difficult.

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Access and Privileges

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Curious about what services your PennKey allows you to use?

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Understanding Your Accounts

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The University has many online services -- you may find you have more than one account and wonder what each one does.

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Canvas Caveats

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New PennKeys will automatically work on Canvas for users already enrolled (or the instructor of record) in a course where Canvas has been requested. Teaching teams may contact Courseware to arrange access for TAs, auditors, and other users.

If you're unable to login to Canvas 24 hours after creating your PennKey, please contact the Courseware Team and provide them with the following information:

- First & Last Name
- Email Address
- PennKey Username
- PennID

> **NEVER** send passwords via email. Wharton Computing will never request that you reveal your password.

PennKey Reactivation

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If you previously had a PennKey (eg, you're an alum), and you need it reactivated to gain access to a Canvas site, please use the table of contacts below for the appropriate help links.

PennKey Help

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Reset or test a known PennKey	• PennKey Support website.

Activating PennKeys for Canvas	• For Penn Canvas courses, PennKeys will work for users **already enrolled** (or for the instructor of record). TAs, auditors, and other types of users should ask their teaching teams to contact courseware@wharton.upenn.edu for access to Penn Canvas .
Faculty and Staff	• Wharton Computing Client Support Services, 215-898-8600 ○ For guest PennKey requests contact pennkey-help@wharton.upenn.edu. *Please do not use for obtaining new faculty, student, or staff PennKeys.*
Students	• Wharton Computing Client Support Services, 215-898-8600 • pennkey@isc.upenn.edu
Alumni	• PennKeys and Passwords for MyPenn and alumni resources • https://isc.upenn.edu/alumni-support-directory • daralumnipennkey@dev.upenn.edu