



HOW TO CLAIM CITYMAIL

FOR NEW STUDENTS, CITYMAIL ACCOUNTS ARE AUTOMATICALLY CREATED AS PART OF THE REGISTRATION PROCESS. IT CAN TAKE BETWEEN ONE AND THREE WORKING DAYS FOR ACCOUNTS TO BE ACTIVATED.

welcome to...

CITYMAIL

for students

Welcome to Citymail! Through a CUNY-wide partnership with Microsoft, we are offering students a state-of-the-art e-mail and communications suite. Everything you do online - e-mail, shared calendars and chatting - now works together better than ever with 24/7 reliability. Your Citymail account offers you many great features that come with running on the Microsoft® Office 365 platform >>>>

Enjoy the Great Features

>>>>

- 25 GB of Mail Space and Calendars
- 20 MB Message Size Support
- Lifetime Account
- Anti-Spam/Virus Protection
- 24/7 Reliability
- Mobile Access
- Shared Calendar and Address Books
- Collaboration Tools (Skydrive, Office Web Apps, etc.)

CITYMAIL LOGIN

About Microsoft® Office 365

Use full email address to login.

jdoe000@citymail.cuny.edu

· Account Activation (CCNY)

· Password Reset (CCNY)

· Account Activation (CUNY Med)

· Password Reset (CUNY Med)

· Citymail - FAQs

· Citymail Mobile Device Setup

· (NEW) MFA Setup for Citymail

*for CUNY Med students first registered in Fall 2016 or later

FIRST STEP:

Start off by visiting this website:

<https://citymail.cuny.cuny.edu/>

Click on **ACCOUNT ACTIVATION (CCNY)**.

ACTIVATE YOUR EMAIL :

I. Click on the **select** button under **option A**.

Student Password Reset

Select **One** of Two Options Below:

[CUNY School of Medicine users here](#)

Option A

Choose this option if:

- ▶ You need to activate your email account

OR

- ▶ Forgot your password and need to reset it
- ▶ Want to look up your EMPLID and/or email address

Select ▶

Option B

Choose this option if:

- ▶ You know your password and would like to change it
- ▶ Want to test your password

Select ▶

COMPLETE STEPS 1 - 4 WITH YOUR PERSONAL INFORMATION

Student Password Reset - A

Step 1 Step 2 Step 3 Step 4

enter last name, last 4 digits of your SSN, date of birth and verify captcha confirm entered information enter new password and confirm in second box perform password change

Password Reset Form

Please enter the information below to reset your password.

Note: This application is for CCNY students only. If you are a New or Transfer student it may take 4 business days up to a week to set up your account.

Last Name

Last 4 Digits of SSN
Date of Birth

Step 1: Enter last name, last 4 digits of your SSN, date of birth, and verify captcha.

Step 2: Confirm entered information.

The diagram shows a four-step process:

- Step 1:** enter last name, last 4 digits of your ssn, date of birth and verify captcha
- Step 2:** confirm entered information
- Step 3:** enter new password and confirm in second box
- Step 4:** perform password change

The confirmation form contains the following fields:

- Last Name
- EMPLID
- Last 4 Digits of SSN
- Date of Birth
- User Name
- Email

Navigation buttons: [← Back](#) and [Next →](#)

Here, you will see your Citymail email and the username which you will use to log in to your citymail.

Step 3: Enter new password and confirm in second box.

Step 1 enter last name, last 4 digits of your ssn, date of birth and verify captcha

Step 2 confirm entered information

Step 3 enter new password and confirm in second box

Step 4 perform password change

Create New Password:

User Name:

Email:

Enter New Password

Re-enter New Password

The password must contain:

- at least eight (8) characters (the longer the better, but no longer than 25 characters total)
- at least one uppercase and one lowercase alphabetic character
- at least one numeric character

The password may: (recommended)

- use special characters such as *, \$, +, etc.
- mix more than one upper and lower case

Set a password that you will remember for the semester. Then perform password change in step 4.

FINAL STEP:

Login to your Citymail by visiting this website:

<https://citymail.ccny.cuny.edu/>

Click on **CITYMAIL LOGIN**.

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- Account Activation (CUNY Med)
- Password Reset (CUNY Med)

CITYMAIL CREDENTIALS

Username: Your username will consist of the first initial of your first name + up to 6 characters of your last name + 2 or 3 digits numerical value followed by the campus domain name.

For example, the email for Jane Doe would be: jdoe000@citymail.cuny.edu.

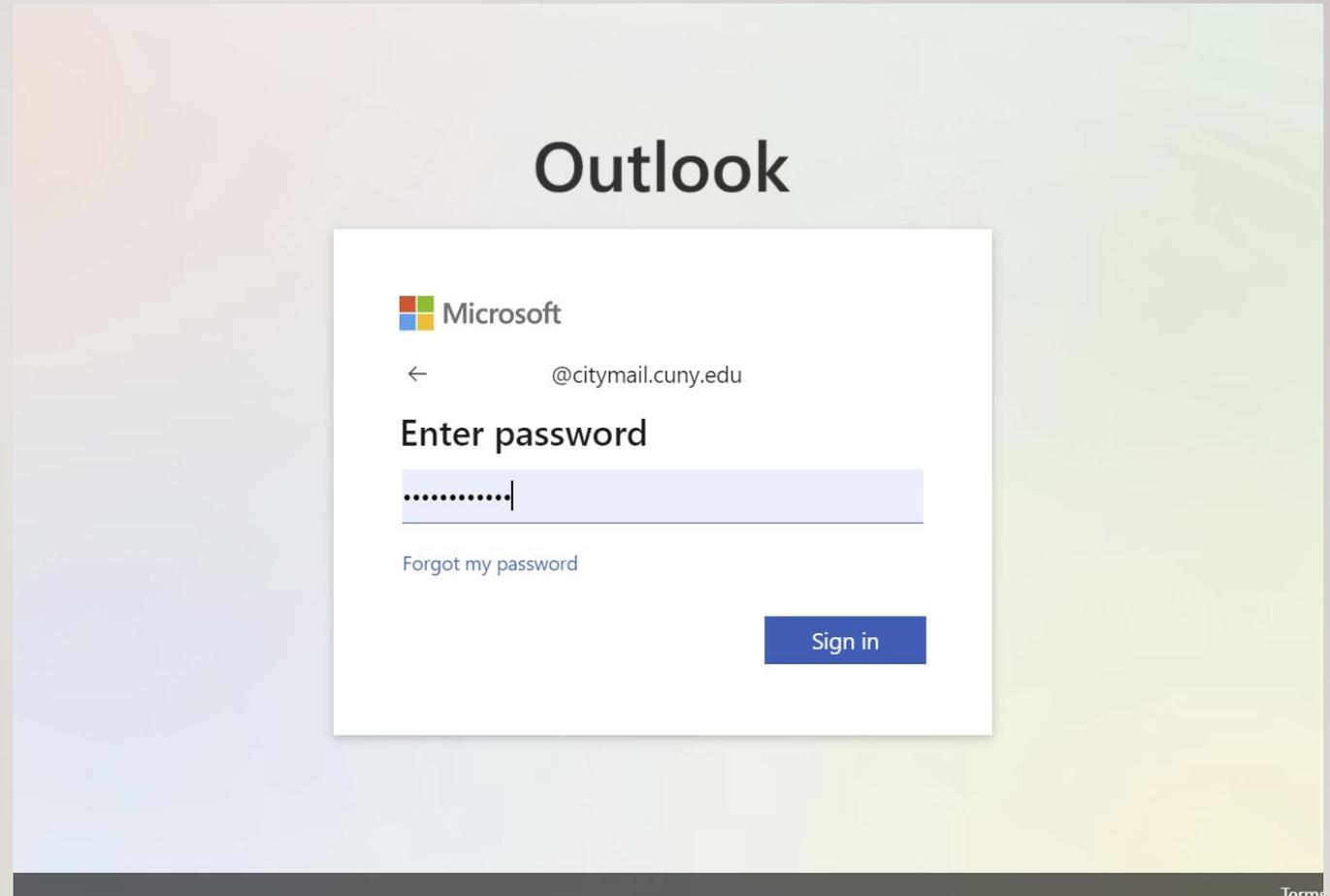
Use full email address to login.

jdoe000@citymail.cuny.edu

.....

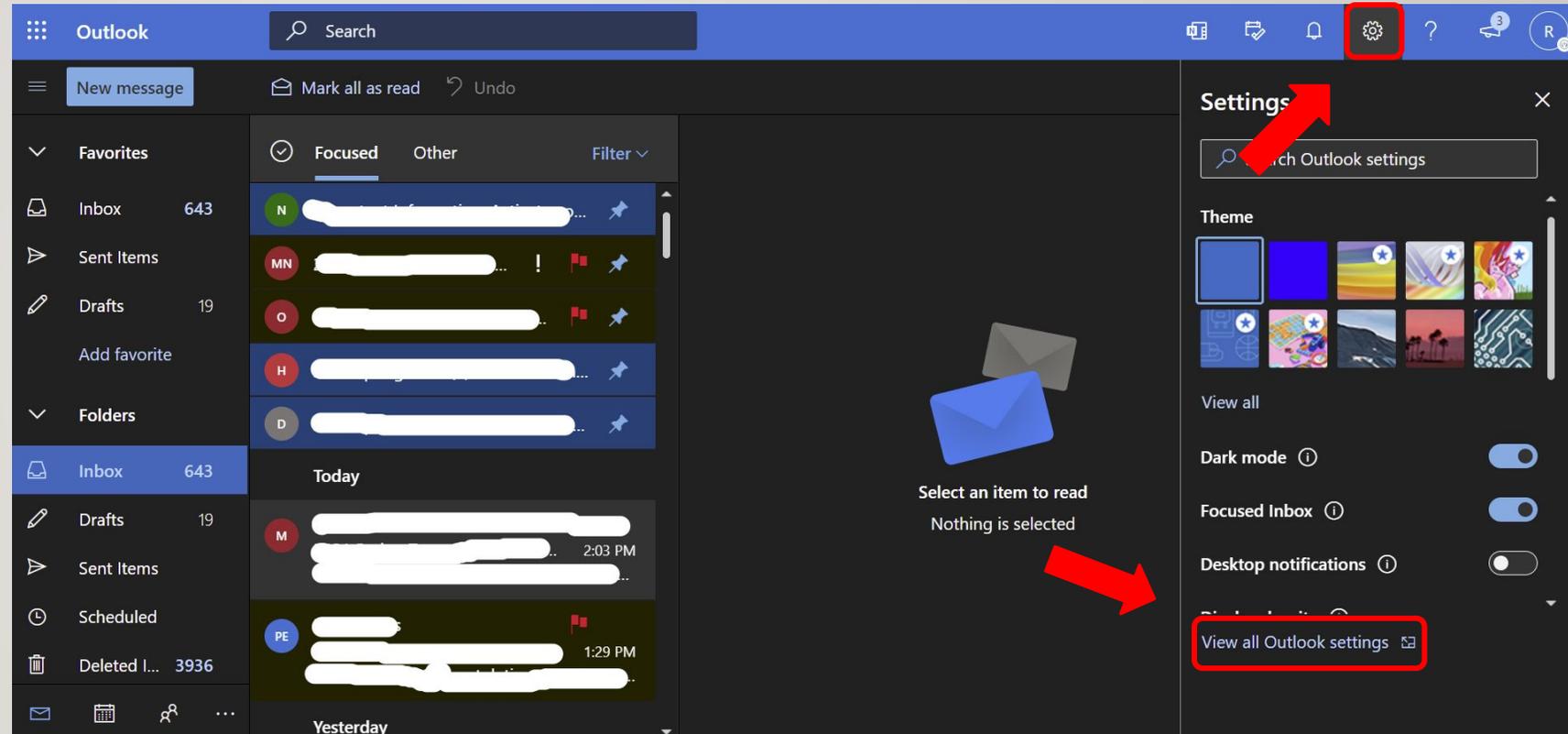
CITYMAIL LOGIN

- Once you login for the first time, you will be asked to setup your language and time-zone.



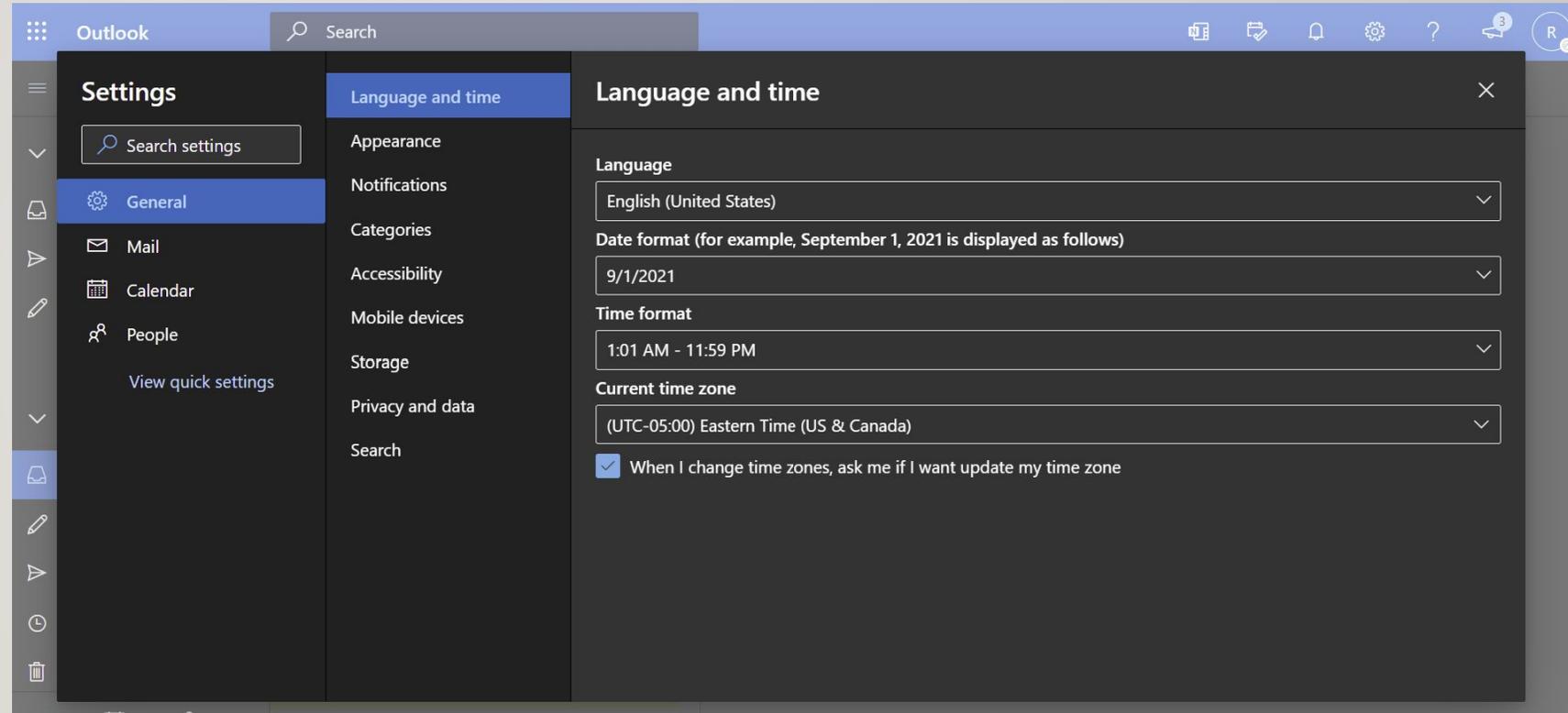
CHANGING LANGUAGE & TIME ZONE

- You can also change your language and time-zone after login.
- Click on the settings icon and then select 'View all Outlook settings'.



CHANGING LANGUAGE & TIME ZONE

- Make sure your language is set to English and your time-zone set to Eastern Time.



MULTI-FACTOR AUTHENTICATION

- Microsoft incorporated multi-factor authentication, so each time you login you have to complete the 2-step verification.
- You'll be asked to select from 3 choices of verification method: office phone, personal mobile or mobile app.
- Please the link below that includes a video on how setup multi-factor authentication

<https://www.youtube.com/watch?v=qTm62ItK-p8>

It is highly recommended that you log into your student e-mail account often so you can easily:

- Receive official campus announcements
- Read important e-mails
- Communicate with faculty, staff, and classmates.