



## What is Office365?

Your Citymail account is a web-based e-mail service, provided by Microsoft's Office365, for Undergraduate, Graduate and Non-Degree students enrolled for courses. This service is the building-block in providing a more feature-rich set of tools for collaboration using cloud-based Microsoft product offerings, such as Word, Excel, and PowerPoint. Additional services in the future will include chat and presence, video collaboration, and more to compliment the previous additions of a shared calendar, address book, and IM.

## What are the benefits to Office365?

Your Citymail account is running on the Microsoft® Office 365 platform. This Microsoft® Office 365 platform delivers the tools you need to prepare coursework, create sophisticated reports and presentations, and collaborate over the web – including e-mail, instant messaging, online document viewing, and editing.

Features also include:

- Cloud-based e-mail and calendars
- 25 GB storage per user for (e-mail and calendars)
- Office Web Apps - Create and edit with these Microsoft applications in your favorite browser:
  - Microsoft Word
  - Microsoft Excel
  - Microsoft PowerPoint
  - Microsoft OneNote
- Share files and documents with classmates.

## With Office 365 you will now have two separate accounts\*

### 1. Office 365 account

**E-mail** allows you to view and send e-mails, as well as access new Office web apps. You can access Office 365 via the Citymail address <https://citymail.ccnycuny.edu/login.aspx> as the existing Citymail system.

### 2. Personal Microsoft account

Allows you access to Skydrive, Messenger, Xbox.Live, and other Microsoft services. Note that City College does not administer your Personal Microsoft Account. As a result, City College cannot reset the password for you. You can use <https://reset.ccnycuny.edu/> to reset the password for your Personal Microsoft Account after the upgrade. To access your Personal Microsoft Account, use your existing username and password to login by going to SkyDrive at: <https://skydrive.live.com>

Note: Both accounts (Office 365 and Personal Microsoft Account) will have the same user ID. If you reset the password in one account the new password will not automatically update in your other account.







- c. After setup runs, you may be prompted with the Get Started with Office 2011 screen again. **Quit** the application and Reopen to start using Microsoft® Office.

## Experiencing Issues Activating Office 365?

1. Please verify that your password had been synced to Microsoft. Please login with your full E-mail address at <https://login.microsoftonline.com/>.
2. If you cannot login, please reset your password at <https://reset.ccny.cuny.edu/>
3. If you are still experiencing an issue, please stop by the CCNY IT Service Desk for further assistance. They are located in the CCNY IT Tech Center, NAC 1/301. Please bring proof of Identification and proof of active enrollment for the current semester.
4. For some incoming freshman, and newly incoming transfer student, you may need to wait 3-5 business days after the semester have started to access your Citymail account and access the Microsoft Office 365.

