What is 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 – email, shared calendar, and more – now works together better than ever with 24/7 reliability.

Why use Citymail?

Citymail offers significant advantages over the current e-mail services provided to students throughout CUNY, such as:

1. **10 GB of mail space!**
2. *It’s hardly ever down!* Citymail is hosted on servers managed by Microsoft to provide the highest levels of reliability and performance.
3. **Send them all at once!** You can send 20 MB message size, including up to 10 MB attachments, and up to 50 attachments.
4. **It’s all about the looks!** An intuitive and customizable desktop look and feel.
5. **Connect to your classmates more efficiently!** Your classmates will be using Citymail, so you can use the Web-based collaborative tools such as shared calendar, post files on SkyDrive, and send meeting requests to coordinate both academic and non-academic activities.
6. **Control spam and viruses through filtering.**
7. **Multi-task!** You can use your Citymail account to access an extended set of tools offered by Microsoft including Windows Live Messenger, Spaces, SkyDrive and Windows Live for Mobile.
8. **Link all your e-mail IDs and check only one account.** With linked IDs, you sign in only once for all accounts, so you can quickly switch between them.
9. **Keep your account even after you graduate.** Your e-mail account will not be deleted after you graduate, instead you will have an alumni account.

What is my e-mail address & password?

**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.

**For all students** - detailed instructions for using your ‘citymail’ e-mail are outlined on the Citymail ‘Frequently Asked Questions (FAQs)’ webpage. Go to: [https://citymail.ccny.cuny.edu/faqs.html](https://citymail.ccny.cuny.edu/faqs.html)

1. Your Citymail Account

   Quick steps for initial login & change or set the password for your Citymail account

   1.) First step is to go to the Office of Information Technology’s (OIT) Citymail support website: [https://citymail.ccny.cuny.edu/](https://citymail.ccny.cuny.edu/)

   2.) Click on the ‘Student Password Reset’ to find your username and to reset your password to access your ‘citymail’ e-mail account. You can also go directly to: [https://reset.ccny.cuny.edu/](https://reset.ccny.cuny.edu/)
2. **User Password Reset**

1. Click the 'Student Password Reset' button

3. **Login to Citymail**

   **Where do I login?**
   http://citymail.ccny.cuny.edu/login.aspx

4. **Using Citymail**

   **If you forgot your username or password, you can always access the ‘Student Password Reset’ from your ‘citymail’ login page.**

   **Click the ‘Forgot Username or Password?’ on the Login form - or go to:**
   http://reset.ccny.cuny.edu/