

## 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?

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

- **10 GB of mail space!**
- **It's hardly ever down !** Citymail is hosted on servers managed by Microsoft to provide the highest levels of reliability and performance.
- **Send them all at once!** You can send 20 MB message size, including up to 10 MB attachments, and up to 50 attachments.
- **It's all about the looks!** An intuitive and customizable desktop look and feel.
- **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.
- **Control spam and viruses through filtering.**
- **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.
- **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
- **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>

# 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/>

The screenshot shows the Citymail login interface. At the top is the 'LIVE@CCNY are you on it?' logo. Below it is the heading 'Bringing Your Online World Together!'. The main content area is divided into two columns. The left column, titled 'CITYMAIL LOGIN:', contains a 'Microsoft Office 365' button and fields for 'Username:' and 'Password:'. The 'Username:' field has an example: 'For example, if your name is John Smith, then the user name could be: jsmith000@citymail.ccny.edu'. The 'Password:' field has a note: 'For password to citymail all users will need to use OIT Password Reset. Select the Student and Change Password options to look up your email account and choose an initial password. You can always return to this form to look up your user name and change your existing password. If you have a problem finding your password please go to the OIT Service Desk in NA 1/301 or call 212-650-7878.' The right column, titled 'Enjoy the Great Features', lists benefits like 10 GB of Mail Space, 20 MB Message Size Support, Lifetime Account, Anti-Spam/Virus Protection, 24/7 Reliability, Mobile Access, Shared Calendar and Address Books, and Collaboration Tools (Skydrive, Office Web Apps, etc.). Below the login fields is a 'NOTE: It is highly recommended that you log into your email account often so you can easily: Receive campus announcements | Read important e-mails | Communicate with faculty, staff, and classmates. Office of Information Technology (OIT) For additional support, please contact the OIT Service Desk at 212-650-7878 or email servicedesk@ccny.cuny.edu.' A red circle is drawn around the 'Password Reset' link in the password field's instructions. At the bottom of the page is the footer: '© The City College of New York | 160 Convent Avenue | New York, NY 10031' and the CCNY logo.

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/>

# 2

## User Password Reset

1. Click the 'Student Password Reset' button

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### Password Reset

ACCOUNT & PASSWORD RESET

Please select below:

**Student Password Reset** Faculty & Staff Password Reset

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1. Fill in appropriate fields.
2. Fill in 'CAPTCHA' and click 'Next'
3. Change or reset password

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### Student Password Reset

ACCOUNT & PASSWORD RESET

Please enter the information below to reset your password.

Note: This application is for CCNY students only.

Last Name:

Last 4 Digits of SSN:

Date of Birth:

☐ I'm not a robot

reCAPTCHA Privacy - Terms

**Next**

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If you do not see your 'username' and information after filling in the 'Student Password Reset' and/or need help please contact us at:

The OIT Service Desk, NAC 1/301 p: 212.650.7878 or e-mail us: [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu)

# 3

## Login to Citymail

Where do I login?

<http://citymail.ccny.cuny.edu/login.aspx>

LIVE@CCNY are you on it?

### Login

Username:

Password:

**Sign In**

[Forgot Username or Password?](#)

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## Using Citymail

### Login

Username:

Password:

**Sign In**

[Forgot Username or Password?](#)

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/>

# LIVE@CCNY

are you on it?

# CU NY



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Service Desk: 212.650.7878 [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu)