What is LIVE@CCNY?

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 LIVE@CCNY?

LIVE@CCNY 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! LIVE@CCNY 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 LIVE@CCNY, 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 LIVE@CCNY 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 LIVE@CCNY *'Frequently Asked Questions'* webpage. Go to: http://citymail.ccny.cuny.edu/faqs.html

① Your LIVE@CCNY Account

Quick steps
for *initial* **login & change or set the password for your LIVE@CCNY account**

Bringing Your Online World Together!

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.

Enjoy the Great Features
- 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
- Collaboration Tools (Skydrive, Office Web Apps, etc.)

LIVE@CCNY Login:
- Live@CCNY - FAQs
- Live@CCNY - Print Brochure (view in Acrobat)

Username: Your user name will consist of the first initial of your first name ...rname000@city... your last name + a 2 or 3 digit numerical value followed by your campus domain ...edu.

Example: For example, if your name is John Smith, then the us... e could be: *jsmith000@cityn...* cuny.edu.

Password: For password to *citymail* all users will need to use 'User Account Lookup Form'. ...ect the 'Student' and 'Change Password' options to look up your em... al password. You can always return to this form to lookup your use... nt user name and choose an... ord. If you have a problem finding your password please go to the OIT S... change your existing passw... 50.7878. ...esk in NA 1/301 or call ...

NOTE: It is highly recommended that yo... ...mail 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 OITService Desk at 212-650-7878 or email servicedesk@ccny.cuny.edu.

© The City College of New York I 160 Convent Avenue I New York, NY 10031

1.) First step is to go to the Office of Information Technology's (OIT) Citymail website:
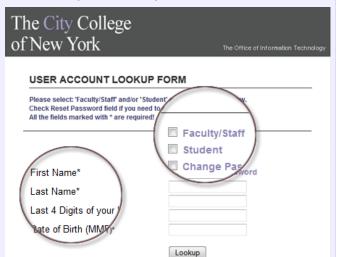
http://citymail.ccny.cuny.edu/

2.) Click on the 'User Account Lookup Form' to find your username and to set your password to access your *'citymail'* e-mail account. You can also go directly to:

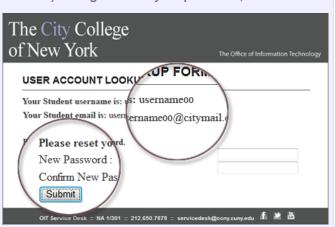http://citymail.ccny.cuny.edu/accountlookup

② User Account Lookup Form

1.) Check appropriate boxes.
2.) Fill in all fields.
3.) Click Lookup.

The City College of New York
The Office of Information Technology

USER ACCOUNT LOOKUP FORM

Please select: 'Faculty/Staff' and/or 'Student'...
Check Reset Password field if you need to...
All the fields marked with * are required!

☐ Faculty/Staff
☐ Student
☐ Change Password

First Name*
Last Name*
Last 4 Digits of your
Date of Birth (MM...)*

Lookup

OIT Service Desk :: NA 1/301 :: 212.650.7878 :: servicedesk@ccny.cuny.edu

1.) Check your username and email.
2.) Change or reset your password, if needed.

The City College of New York
The Office of Information Technology

USER ACCOUNT LOOKUP FORM

Your Student username is: username00
Your Student email is: username00@citymail.c...

Please reset yo...d.
New Password :
Confirm New Pas

Submit

OIT Service Desk :: NA 1/301 :: 212.650.7878 :: servicedesk@ccny.cuny.edu

If you do not see your 'username' and *citymail* email after filling in the 'User Account Lookup Form' and need help please contact us at:
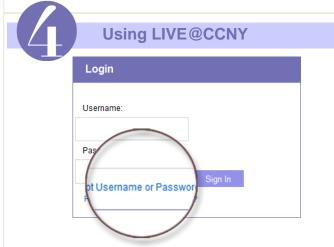**The OIT Service Desk, NAC 1/301 p: 212.650.7878 or email us: servicedesk@ccny.cuny.edu**

6.07.13.11.00.AM

③ Login to LIVE@CCNY

Where do I login?

http://citymail.ccny.cuny.edu/login

LIVE@CCNY
are you on it?

LIVE MAIL SYSTEM STUDENT LOG...

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

1. Change your Citymail password
2. Receive campus announcements
3. Read important e-mails
4. Communicate with faculty, staff and classmate...

For additional technical support, please contact t...
Desk at 212-650-7878 or email: servicedesk@c...

Login

Username:

Password:

Sign In

Forgot Userna...

© THE City College of New York I 160 Convent Avenue I New York, NY 10031

④ Using LIVE@CCNY

Login

Username:

Pas...

ot Username or Passwor...   Sign In

If you forgot your username or password, you can always access the **'User Account Lookup Form'** from your *'citymail'* login page.

Click the **'Forgot Username or Password?'** on the Login form - or go to:
http://citymail.ccny.cuny.edu/accountlookup

LIVE@CCNY
are you on it?

CU NY

The City College of New York

The City College of New York
Technical Support
Office of Information Technology (OIT)

Service Desk: 212.650.7878   servicedesk@ccny.cuny.edu