FREQUENTLY ASKED QUESTIONS

1. Are faculty required to use the Office 365 Academic email?
   a. The faculty are not obligated but encouraged to use the Academic email account.

2. Does the Academic email replace my campus email account?
   a. No, this email account will not be replacing the email account issued by the campuses.
      The academic email is only provided as a supplemental resource available for faculty.

3. Will my campus emails be forwarded?
   a. The campus emails will not be forwarded automatically to the academic email account.
      This account is completely separate from the campus issued email account.

4. How do I login to email?
   a. Go to www.outlook.com/laccd.edu
   b. Your username is the same as your SAP Portal account username + @faculty.laccd.edu
      (i.e.SmithJo@faculty.laccd.edu)

5. What is the default password?
   a. Your temporary password is '8' + your 2-digit birth month (i.e. May = 05) + the first letter
      of last name (i.e. Lee) + the last 4 digits of SSN (i.e. **-**-2345) = Ex:805L2345.
   b. The password is case sensitive
   c. You will be asked to reset your password at first login.

6. Links to Office 365 for Education that shows features?

7. Who do I contact if I have an issue with the account?
   a. webmaster@email.laccd.edu
   b. Your campus IT will be able to assist you.

8. How do I get information on how to use the email system?
   a. Visit help.outlook.com to get help and reference regarding the different options.

9. What is OneDrive Pro (Formerly SkyDrive)?
   a. OneDrive is the cloud based collaboration center where you upload and store files, use
      Microsoft office products such as Microsoft Word, Excel and PowerPoint.

10. Where can I get help information about SkyDrive?
        information regarding SkyDrive and its capabilities.

11. How much storage space do I get for email?
    a. You will get 50GB of storage for your email.

12. How much space do I get on OneDrive Pro (Formerly SkyDrive)?
    a. You will get 25GB of storage space in the cloud.

13. Does the space on OneDrive Pro (Formerly SkyDrive) include the storage space for my email?
    a. Your email storage space is separate from your OneDrive storage space. This space can
       be used for uploading and creating new files using the SkyDrive options.