

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?**
 - a. <http://office.microsoft.com/en-us/academic/>
- 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.
 - b. <http://onlinehelp.microsoft.com/en-us/office365-enterprises/ff637580.aspx>
- 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?**
 - a. Visit <http://windows.microsoft.com/en-US/skydrive/help-center> to get various different 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.