

FREQUENTLY ASKED QUESTIONS

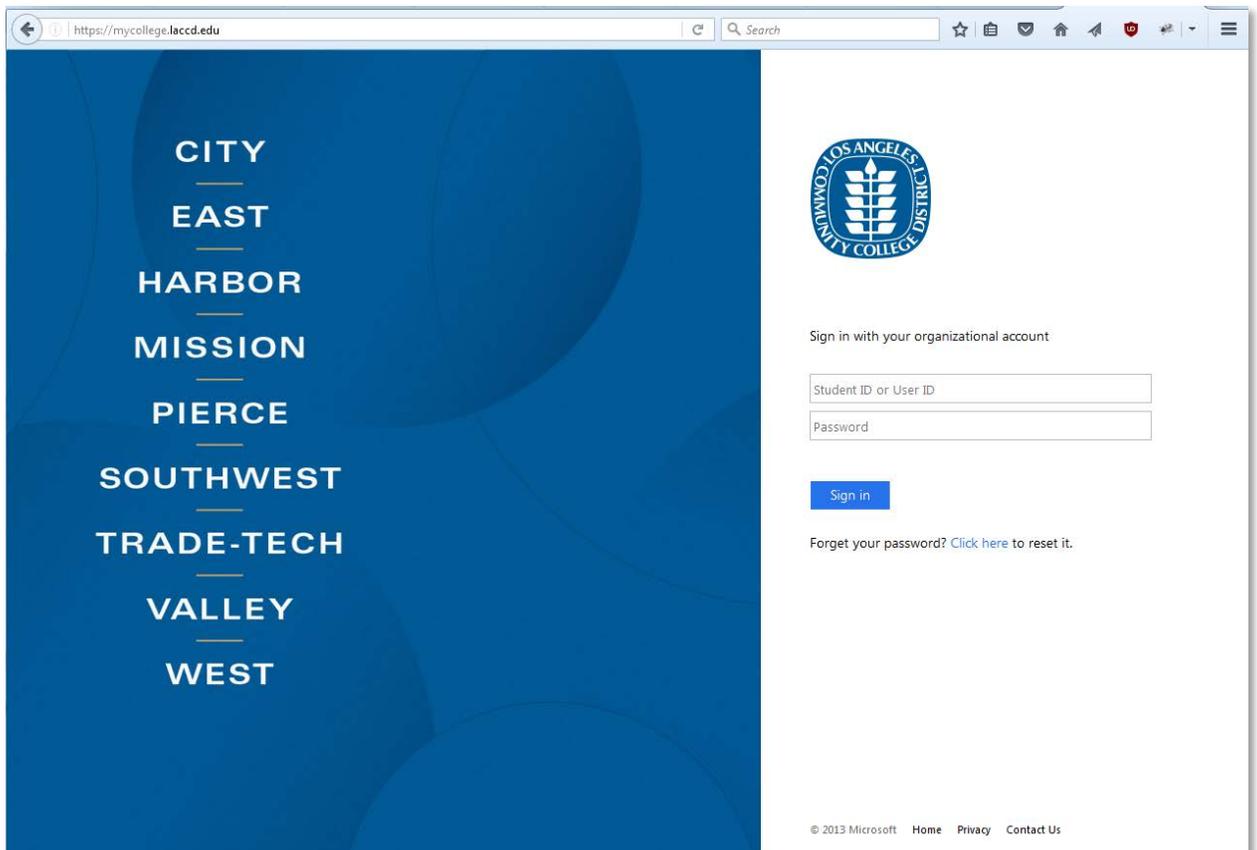
I. How do I logon to email?

a. Method 1:

- i. Login in to your student email account at <https://student.laccd.edu/sso/>
- ii. You will be transferred to the SIS Portal; enter your LACCD **Student ID number** in the **Student ID** textbox.
- iii. Your default Password will be:

88@ + the first character of your last name (capitalized) + the month and day of your birthdate (MMDD)

*For Example, Jane Doe, who was born on July the 4th, her default password would be: **88@D0704***



- iv. Once you have successfully logged in, for your account's security, you will be transferred to the update password page to **change your default password**. You will be asked to update your password when you log in for the first time.
- v. Enter your old password (*Example: 88@A0101*) and new passwords in their respective textboxes.

Update Password

Your password expired, please update.
It **cannot** be a part of your name, email, userid or 3 prior passwords.
Contains at least **7** characters and **three** of the following:

- Uppercase letters [A-Z]
- Lowercase letters [a-z]
- Number [0-9]
- Special character [! , \$, # , %]

escco28812345

Old password

New password

Confirm new password

Submit Cancel

[Click Here to go back to the Sign-in page.](#)

- vi. New password must contain at least **seven** alphanumeric characters: **numbers, uppercase and lowercase alphabetical characters, and at least one special character.** Additionally, you may not use your prior three passwords as your new password.
 - vii. After successfully updating your password, you will be redirected to the password registration page. [Here are the instructions](#) on **registering your password.**
 - viii. More information on **Logging in, Registering** and **Resetting** your new password can be [found here.](#)
- a. Method 2
 - i. Login to your student portal
 - ii. Click on the link that email address next to “Assigned Student E-Mail Address”

ZBTESTFIRST A. ZBTESTLAST	
Do we have your current email address? Click Here to Edit	
Personal Student Email Address	12346@aol.com
Assigned Student Email Address	ZBTEZA6751@STUDENT.LACCD.EDU

- [View Reg Appt](#)
- [Voter Info](#)
- [View Placement](#)
- [Registration](#)
- [View Schedule](#)

iii. You will be redirected to the SIS Portal, and have to follow the same procedure as explained in Method 1, above.

II. What do I do if I do not remember my password?

- a. Assuming your password has been previously registered, you can **reset your password**. [Here are instructions](#) on how to do it.

III. Where do I go if I want to change my pin?

- a. To change your pin you can use the student information system portal.
- b. Go to the student portal where you access your registration and grading information. You can access this from the college sites or from the district site.
- c. Log in to the portal
- d. Click on "Change Pin" on the left navigation menu



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- [Registration](#)
- [View Schedule](#)
- [View Grades](#)
- [Change Pin](#)
- [View & Pay Fees](#)
- [Personal Info](#)
- [Transcript](#)

Register at More Than One College
<ul style="list-style-type: none"> • Step 1: Search For Classes At Other Colleges Step 2: Enroll At Other Colleges Step 3: Pay Fees By Credit Card
Enrollment Fees
As of Summer 2012, tuition is now \$46 per unit. For updated

- e. Create a new pin and submit

Warning!	
Your Personal Identification Number(PIN) will be changed immediately once you click on the Submit button. Asterisks will be displayed when you type your PIN.	
Change Pin	
Enter your current 4-Digit PIN:	<input type="text"/>
Enter your new 4-Digit PIN:	<input type="text"/>
Re-Enter your new 4-Digit PIN:	<input type="text"/>
Submit	

View Reg Appt

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Personal Info

- IV. Who do I contact if I do not have an email address?**
 - a. Contact your campus Admissions and Records office. They can assist you in identifying your email address
- V. How do I get information on how to use the email system?**
 - a. Visit www.outlook.com to get help and reference information regarding the different options
- VI. What is SkyDrive?**
 - a. SkyDrive is the cloud based collaboration center where you upload and store files, use Microsoft office products such as Microsoft Word, Excel and Powerpoint
- VII. 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.
- VIII. How much storage space do I get for email?**
 - a. You will get 10GB of storage for your email.
- IX. How much space do I get on SkyDrive?**
 - a. You will get 25GB of storage space in the cloud.
- X. Does the space on SkyDrive include the storage space for my email?**
 - a. Your email storage space is separate from your SkyDrive storage space. This space can be used for uploading and creating new files using the SkyDrive options.
- XI. What happens if I reach my storage space limit of 10GB?**
 - a. If you reach the maximum limit of 10GB for your email, you will not be able to receive any more emails until the mailbox is cleaned up.