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.
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”
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
      e. Create a new pin and submit
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?

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.