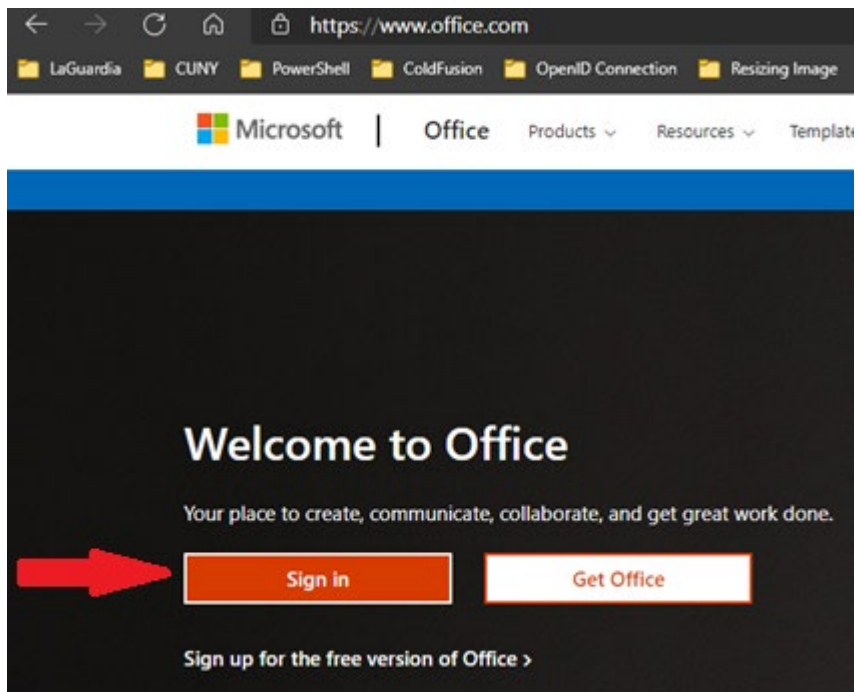
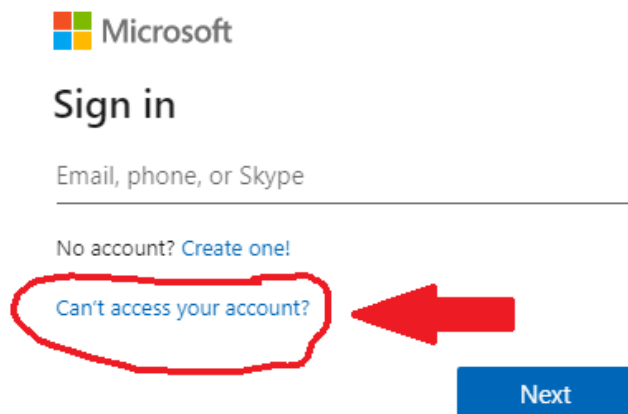


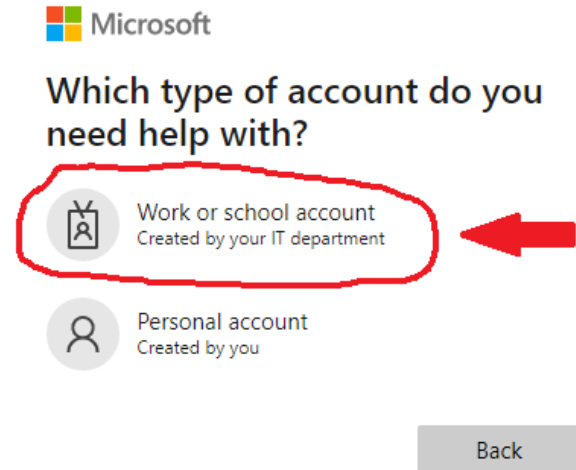
Now go directly to <https://www.office.com/> and click on “Sign in”, as shown here.



And click on “Can’t access your account?”



Select "Work or school account", as shown here



Enter your LAGCC email address (firstname.lastname@live.lagcc.cuny.edu), and the captcha screen characters located in the picture and click on "Next".

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Next Cancel



Click on "Email", and check your Inbox/junk/Spam folder for a Microsoft email about account recovery

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

You will receive an email containing a verification code at your alternate email address (*****@gmail.com).

Email



Cancel

This is an email you will receive, but the code will be different

Verify your email address

Thanks for verifying your [redacted]@live.lagcc.cuny.edu account!

Your code is: 237657



Sincerely,
The City University of New York

Microsoft Corporation | One Microsoft Way Redmond, WA 98052-6399

This message was sent from an unmonitored email address. Please do not reply to this message.

[Privacy \[privacy.microsoft.com\]](#) | [Legal \[microsoft.com\]](#)

Microsoft

Enter the six-digit code into the box

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

We've sent an email message containing a verification code to your inbox.

Enter your verification code

Next

[Are you having a problem?](#)

[Cancel](#)

Like so

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

We've sent an email message containing a verification code to your inbox.

237657

Next

[Are you having a problem?](#)

[Cancel](#)

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username. Click on "Finish"

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

strong

* Confirm new password:

Finish

Cancel

Click on "Click here"

Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

Enter your LAGCC student email account and click on "Next"



Sign in

@live.lagcc.cuny.edu

No account? [Create one!](#)

[Can't access your account?](#)

 [Next](#)

Enter your new password and click on "Sign in"



← [redacted]@live.lagcc.cuny.edu

Enter password

.....

[Forgot my password](#)



More information is need, so click on "Next"



[redacted]@live.lagcc.cuny.edu

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)



Please select only Authentication phone or Mobile app, see both [video tutorial](#) and [Microsoft video tutorial](#)

Select your authentication method and click “Next”

NOTE: Do not say Yes to stay login because you have two office 365 (@live.lagcc.cuny.edu and @login.cuny.edu) account and it will cause problems

The screenshot shows the Microsoft account security verification interface. At the top left is the Microsoft logo. The main heading is "Additional security verification". Below it is a sub-heading: "Secure your account by adding phone verification to your password. View video to know how to secure your account". The section is titled "Step 1: How should we contact you?". There is a dropdown menu currently set to "Authentication phone", with a red arrow pointing to it. The dropdown menu is open, showing three options: "Authentication phone", "Office phone", and "Mobile app". To the right of the dropdown is an empty text input field. Below the dropdown is a "Method" section with two radio button options: "Send me a code by text message" (unselected) and "Call me" (selected). At the bottom of the form is a disclaimer box: "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply." To the right of the form is a blue "Next" button with a red arrow pointing up to it.

Enter six digit code from your Microsoft Authenticator App or text

The screenshot shows the second step of the Microsoft account security verification process. At the top left is the Microsoft logo. The main heading is "Additional security verification". Below it is a sub-heading: "Secure your account by adding phone verification to your password. View video to know how to secure your account". The section is titled "Step 2: Enter the verification code from the mobile app". Below the heading is the instruction: "Enter the verification code displayed on your app". There is a single text input field with a red arrow pointing to it. At the bottom of the form are two buttons: "Cancel" and "Verify".

Click on "Verify"



Additional security verification

Secure your account by adding phone verification to your password. [View video](#) to know how to secure your account

Step 2: Enter the verification code from the mobile app

Enter the verification code displayed on your app

Cancel

Verify



Select your country or region and enter your phone number. Click on "Done"



Additional security verification

Secure your account by adding phone verification to your password. [View video](#) to know how to secure your account

Step 3: In case you lose access to the mobile app

Select your country or region

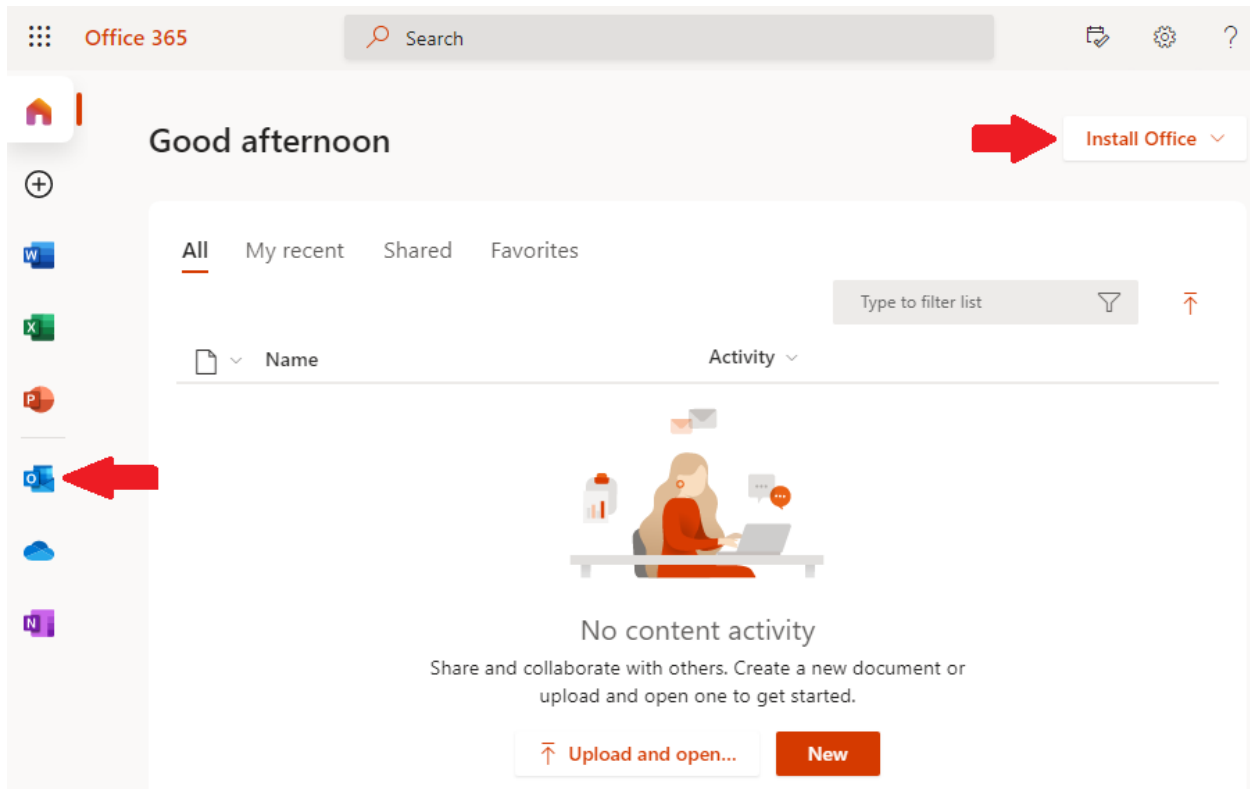


Done

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.



To install office suite, click on “Install Office”. To check your email, click on O (Outlook) icon



Finally, follow the email instructions and this [video tutorial](#) on how to set up Multi-Factor Authentication, and reset your password.

If you followed the video tutorial and are still experiencing issues, please complete this form: <https://www.laguardia.edu/home/Student-Help/> and a technician will get back to you.