New students: If you just registered for courses, it could take up to 2 days for your e-mail account to be created.

You must use your LaGuardia Live credentials to access student e-mail. Do NOT use your CUNYfirst/CUNY login credentials.

LaGuardia Live Credential: firstname.lastname@live.lagcc.cuny.edu (there is sometimes a number after your last name)

1. Looking up your Email Username

First, from the LaGuardia.edu home page, go to My LaGuardia → Students
On the My LaGuardia login page, click Email Lookup.
Type in all the information and click submit. Your CUNYfirst ID (which is the same thing as your EMPL ID) and email address will show up at the bottom of the page, as shown here.

2. **Accessing Student Email Through My LaGuardia**

Use the instructions above on Page 2 to navigate to My LaGuardia and log in. Use the Live Email/Username you looked up using the instructions in the prior section.
After logging into My LaGuardia, scroll down to the e-Tools section and click Email.

3. **Accessing Student Email Through Office.com**

If you are a new student and have tried logging into My LaGuardia but don’t have access yet, you’ll see links to the applications you have access to, including your student email. **Click the Email**.
Or you can go directly to https://office.com Use the Username and Password information, as explained on page 3.

4. **Signing into Student Email**

To sign in, you need to type your student email address, which you looked up on Page 3. Click Next to move on.
Type in your password now. If this is your first time logging in, your password is your eight-digit CUNYfirst ID (EMPL ID) plus the last two digits of your birth year. For instance, if your CUNYfirst ID is 12345678, and you are born in 2002, your password will be 1234567802 (as shown below).

If you can’t log in, make sure you are using your LaGuardia Live information (@live.lagcc.cuny.edu), NOT your CUNYfirst information (@login.cuny.edu). If you still cannot access, complete this form: https://www.laguardia.edu/home/Student-Help/

You will be required to provide some additional information. Click “Sign in” (the blue button).
Choose a method for how to verify your account, whether Phone or Mobile App. If you choose Phone -- Text or Calling, billing rates apply. If you need help understanding the Authentication process, watch this video.

**Click Next.** For example, I chose the Mobile app - Microsoft Authenticator method from the drop down menu, and fill out the necessary information using your web browser. **Click “Set up” (the blue button).**

![Microsoft Authenticator setup page](image)

**Additional security verification**

Secure your account by adding phone verification to your password. View videos to know how to secure your account.

**Step 1: How should we contact you?**

- **Mobile app**

  - How do you want to use the mobile app?
    - Receive notifications for verification
    - Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

**Set up**

Mobile app has been configured.

![Microsoft Authenticator app](image)

Remain on the **Set up your account** page while you set up the Microsoft Authenticator app on your mobile device. You should see a window on your computer web browser that looks like this with a QR Code.

**Configure mobile app**

Complete the following steps to configure your mobile app.

1. Install the Azure Authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.

   ![Configure app without notifications](image)

   If you are unable to scan the image, enter the following information in your app.
   - Code: 5555555555
   - URL: https://authenticator.reseller.example.com/5555555555555555

   If the app displays a six-digit code, you are done!

Download and install the Microsoft Authenticator app for Android, iOS or Windows Phone.
Open the Microsoft Authenticator app on your phone.

Tap the + > Work or school account.

Now use your phone to Scan the QR code that is on your computer screen.

After typing the code into the box, click verify, and you will be set.
Enter mobile number just in case you lose access to your mobile app. Click “Done” (the blue button).
Now you need to change your password. For the red arrow, you enter your default campus password, which is your EMPLID + two-digit birth year (for example, 1234567802). For the yellow arrows, you enter your new password and confirm new password. Your new password should have a number, lower letter, upper letter, and a symbol. **MAKE SURE TO WRITE DOWN YOUR PASSWORD. Click “Sign in” (the blue button)**

Select the Outlook icon to successfully log into your student email account through My LaGuardia!

If you still cannot access, complete this form: [https://www.laguardia.edu/home/Student-Help/](https://www.laguardia.edu/home/Student-Help/)