To access Office365, please 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 your email account, please verify your username by visiting our look up tool located at: https://apps.laguardia.edu/lookupID/

Type in all the information and click submit. Your CUNYfirst ID (known as your EMPLID) and email address will show up at the bottom of the page, as shown here.
Now go directly to [https://www.office.com/](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:

[Redacted]
Example: user@contoso.onmicrosoft.com or user@contoso.com

[Image of captcha]

LPPID
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 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.
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?

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?
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”

Enter password

Forgot my password

Sign in

More information is needed, so click on “Next”

More information required

Your organization needs more information to keep your account secure
Use a different account
Learn more

Next
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 cuase problems

Enter six digit code from your Microsoft Authenticator App or text
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

Step 3: In case you lose access to the mobile app
Select your country or region

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.