

Accessing Student Email Guide

Hello, fellow LaGuardians! This is Jooi, a Mechanical Engineering major graduating in Spring 2021. I've created this guide to show you how to access student email. If you don't use student email, you will be missing out on official news from LaGuardia and your professors and many scholarship/internship opportunities available through CUNY.

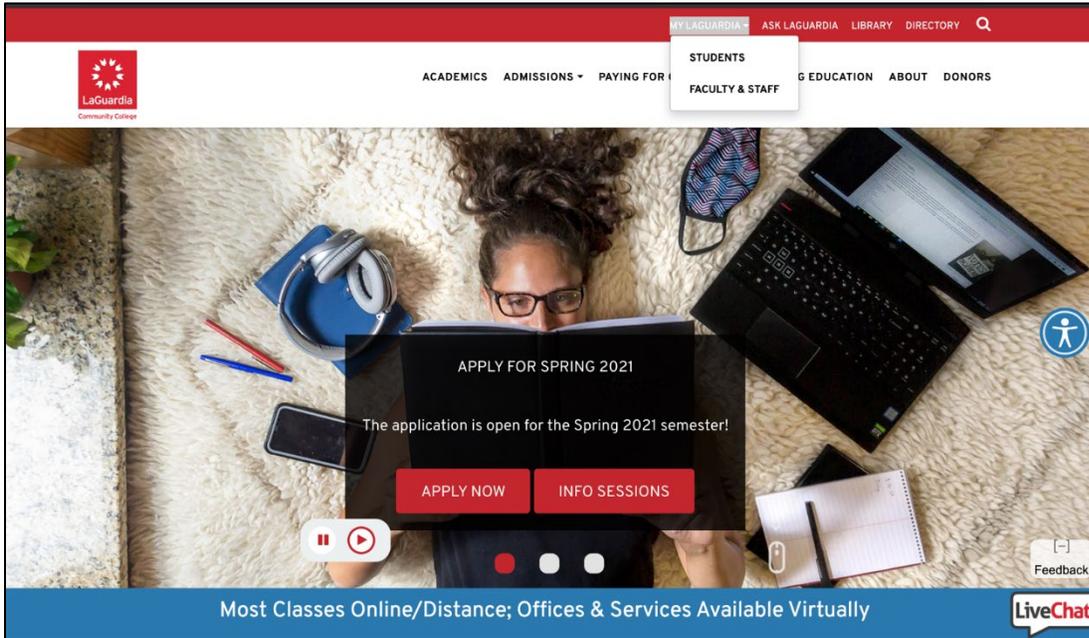
New students: If you just registered for courses, your email account might not be ready yet! It generally takes two days after registering for courses before your email account is ready. If you are a brand-new student and don't yet have access to My LaGuardia, you can still access your student email once it's ready by going directly to Outlook.com.

Table of Contents

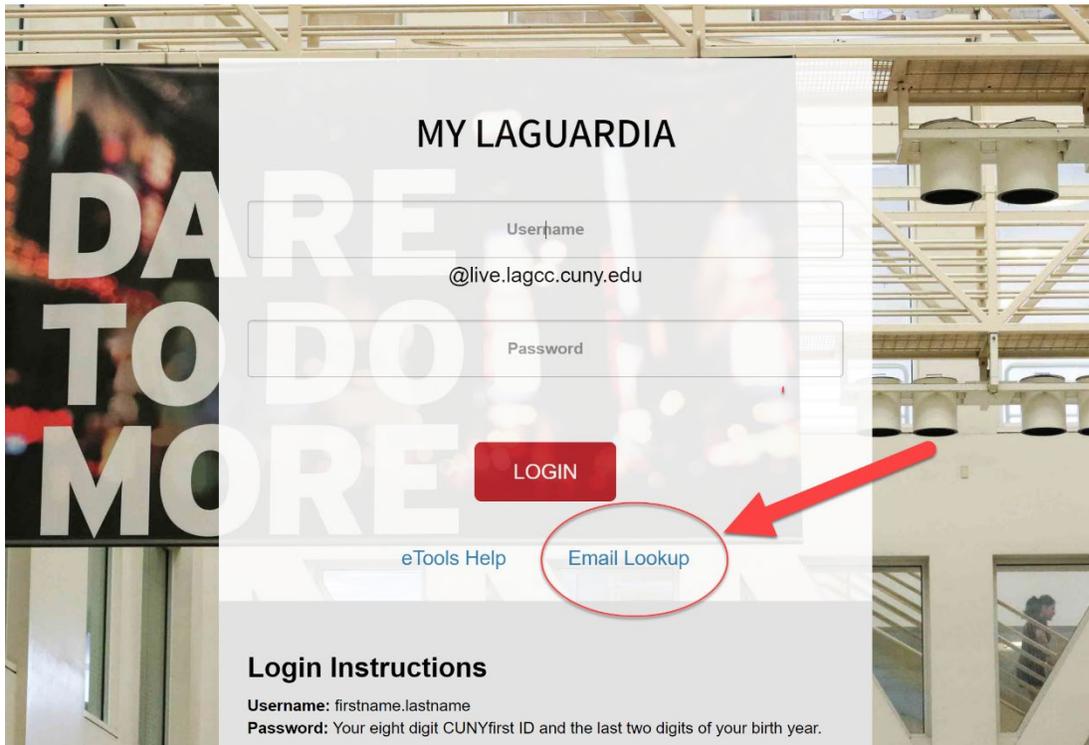
1. Looking Up Your Email Username – Page 2
2. Accessing Student Email Through My LaGuardia – Page 4
3. Accessing Student Email Through Outlook.com – Page 5
4. Signing-in to Student Email – Page 6
5. Accessing Student Email Through Outlook Mobile App – Page 10
6. Accessing Student Email Through LaGuardia Mobile App – Page 13
7. Troubleshooting – Page 14

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.

CUNYfirst ID & eMail Look Up

Your Live Student Email username and password are needed to access your E-Portfolio, E-Career, The College's Wi-Fi System, The Library Research Databases and The College's Study Hall Computers.

To access these applications, your username is your Live Student Email address. Your password is your eight digit CUNYfirst ID (same as your EMPLID) and the last two digits of your birth year. For example: If your CUNYfirst ID (EMPLID) is 01234567 and you were born in 1993, then your Campus Password is: 0123456793

Please note: If you are already using your Live Student Email account, continue to use the password you've been using only to access your emails.

First Name*

Last Name *
Date Of Birth* YYYY

Zip Code*



CUNYfirst ID	Username	Live Email Address
23		@live.lagcc.cuny.edu

2. Accessing Student Email Through My LaGuardia

Use the instructions above to navigate to My LaGuardia and log in. Use the Live Email/Username you looked up in using the instructions in the prior section. Your default 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 were born in 2002, your password will be 1234567802.

In some cases, **if you are a new student and just registered for courses**, your email address will be ready, but you will not have access to My LaGuardia yet. If that's the case, you can still try accessing your email by going directly to [Outlook.com](https://outlook.com). (See next page.)

My LaGuardia
Welcome [User] - Log out

Alert Messages

Status Message

- 🔔 Congratulations! You are now eligible to join **Phi Theta Kappa**. Complete the **Registration Form** by February 1st to learn how to become a member of PTK. Visit ptk.org or contact ptk@lagcc.cuny.edu for details.
- 🔔 View LaGuardia's **Annual Security Report** or call **Public Safety** at 718-482-5558 to request a copy.
- 🔔 President Adams response to the Capitol Attack. [Click here](#) to learn more.
- 🔔 The Early Childhood Learning Center (ECLC) wants to learn about your child care needs! Please complete our [survey](#).
- 👉 **Have a question or need some advice?** Your Professional Advisor this semester is Rosanna; you can set up a meeting by using the "MAKE APPOINTMENT" button, or send an email to rpichardo@lagcc.cuny.edu if you can't find a good appointment time.

Advising

My advisor

MAKE APPOINTMENT **ASK MY ADVISING TEAM**

Academic Profile

Credit and GPA Information

Total credits earned: **47**
Cumulative GPA: **3.974**
Major: **Mechanical Engineering**
[View my info and classes](#)

- Degree Maps by Major
- Student Success Plan

e-Tools

CUNYfirst ZOOM Blackboard Degree Works
 Email ePortfolio Library LAGCC Career Connect

e-Tools Help

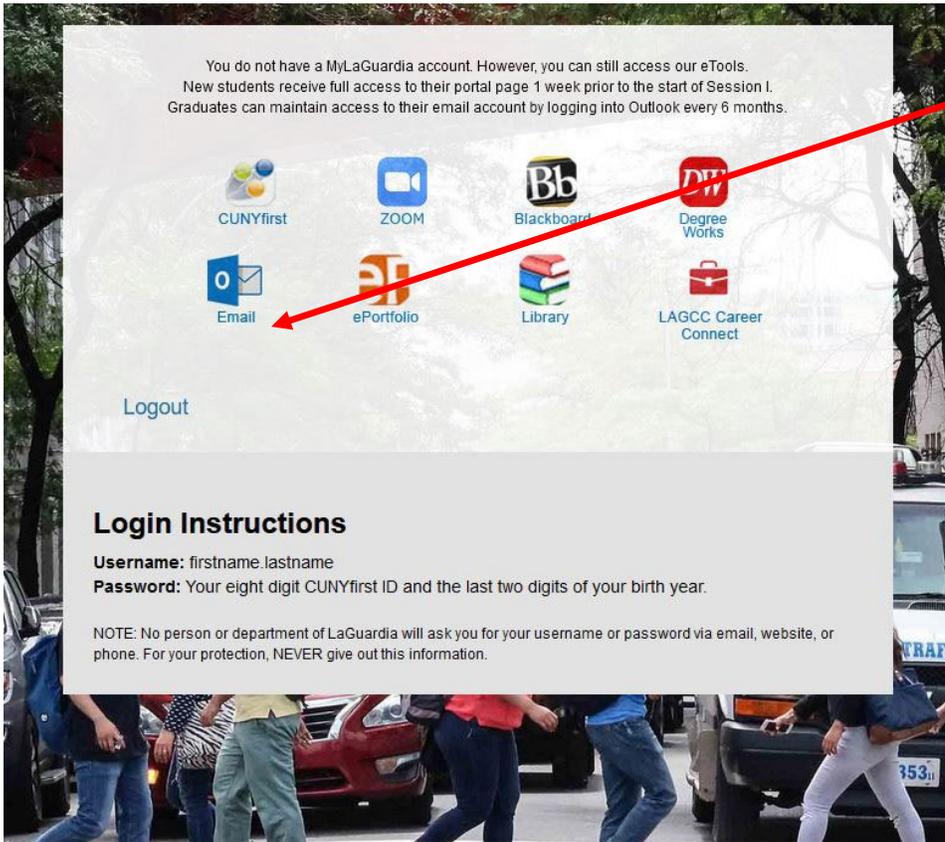
Need help creating or building your ePortfolio? Make an appointment and get one-on-one support.

MAKE APPOINTMENT

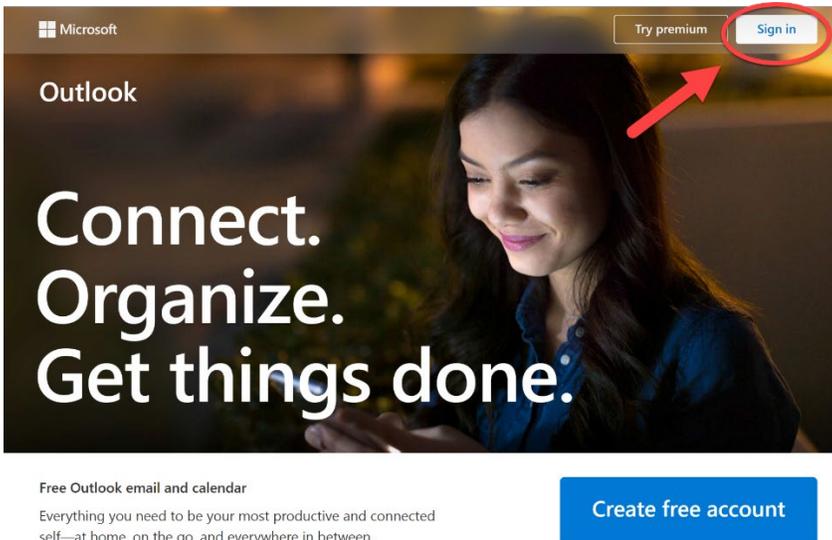
After logging into [My LaGuardia](https://my.lagcc.cuny.edu), scroll down to the e-Tools section and click Email.

3. Accessing Student Email Through Outlook.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 icon.

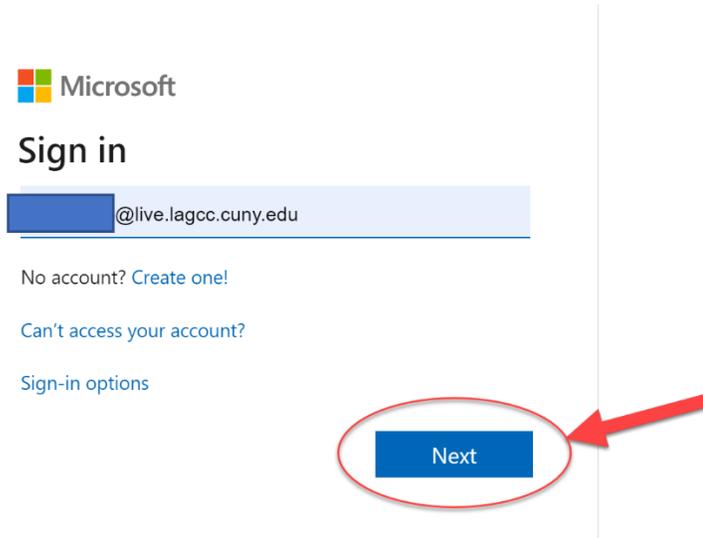


Or, you can go directly to Outlook.com. Use the Username and Password information, as explained on page 3.

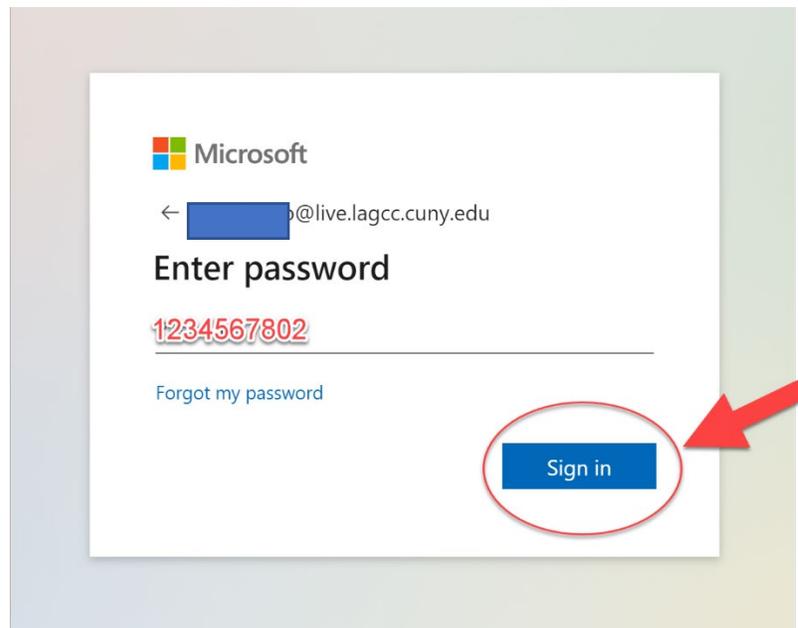


4. Signing into Student Email

To sign in, you need to type your student email address, which is: `firstname.lastname@live.lagcc.cuny.edu`. In some cases, you might have some numbers added to your name, such as `jane.smith02@live.lagcc.cuny.edu`. (See page 3 to look up your email address.) 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, scroll down to page 34 for troubleshooting.



If it's your first time logging into your student email account, you will be prompted to change your password from your default password. **Be sure to memorize the new password you set for your email and/or write it down somewhere you will be able to retrieve it.** (For example, type a note into your smartphone or write it on a piece of paper that you carry in your wallet).

ATTENTION

PASSWORD

CHANGE

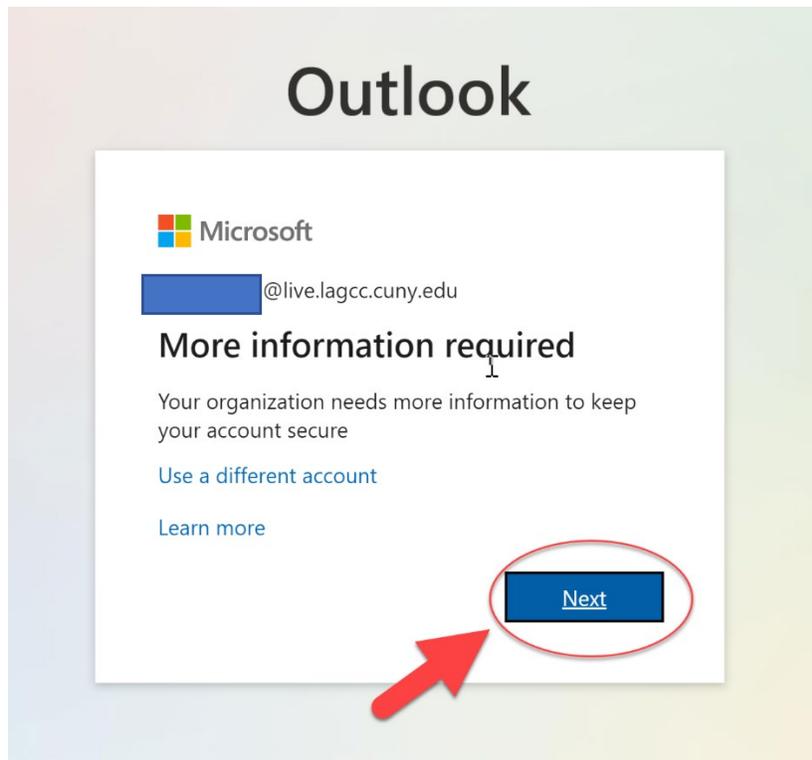
Then, you need to set up your time zone. You can set it to whichever time zone you are in, but if you are in New York City scroll down to (UTC-5:00) and click Eastern Time (US & Canada). Click select (or next).

Time zone

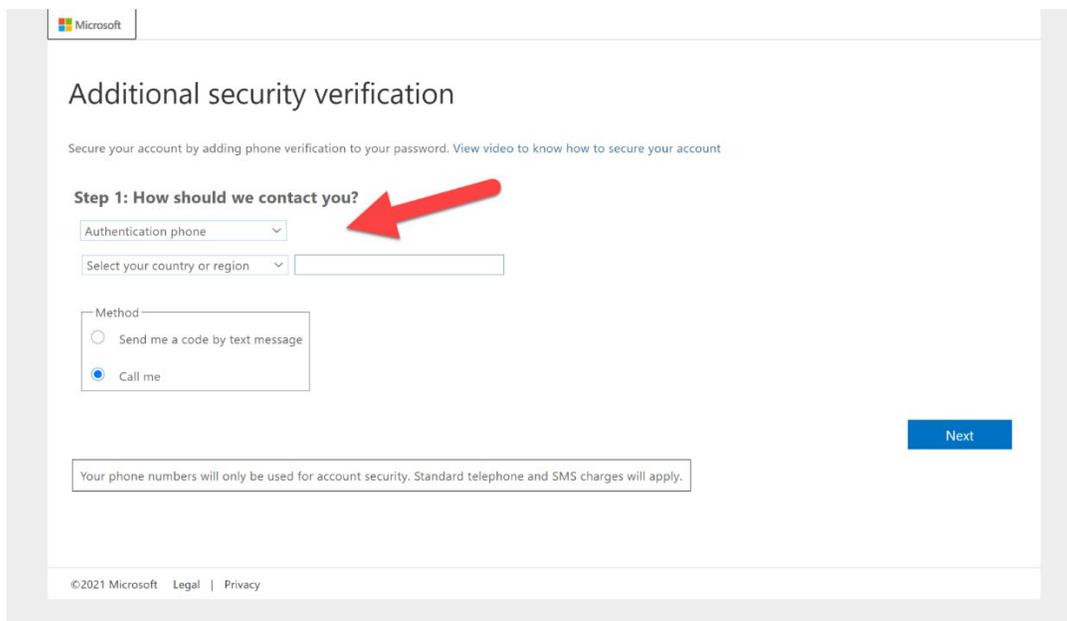
- (UTC-06:00) Central America
- (UTC-06:00) Central Time (US & Canada)
- (UTC-06:00) Easter Island
- (UTC-06:00) Guadalajara, Mexico City, Monterrey
- (UTC-06:00) Saskatchewan
- (UTC-05:00) Bogota, Lima, Quito, Rio Branco
- (UTC-05:00) Eastern Time (US & Canada)
- (UTC-05:00) Haiti
- (UTC-05:00) Havana



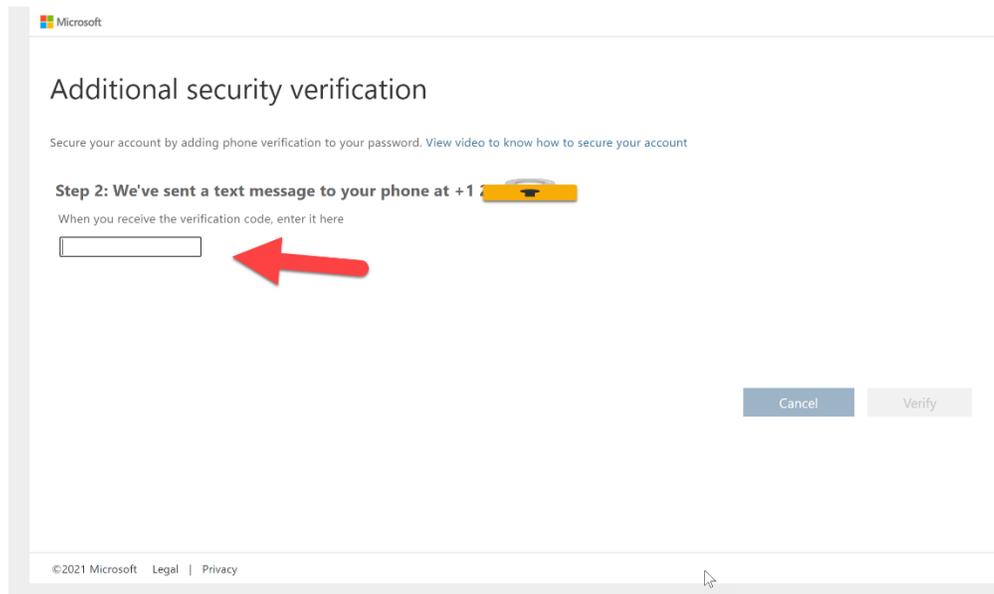
As a new identity confirmation procedure, you will be required to provide some additional information. Click next.



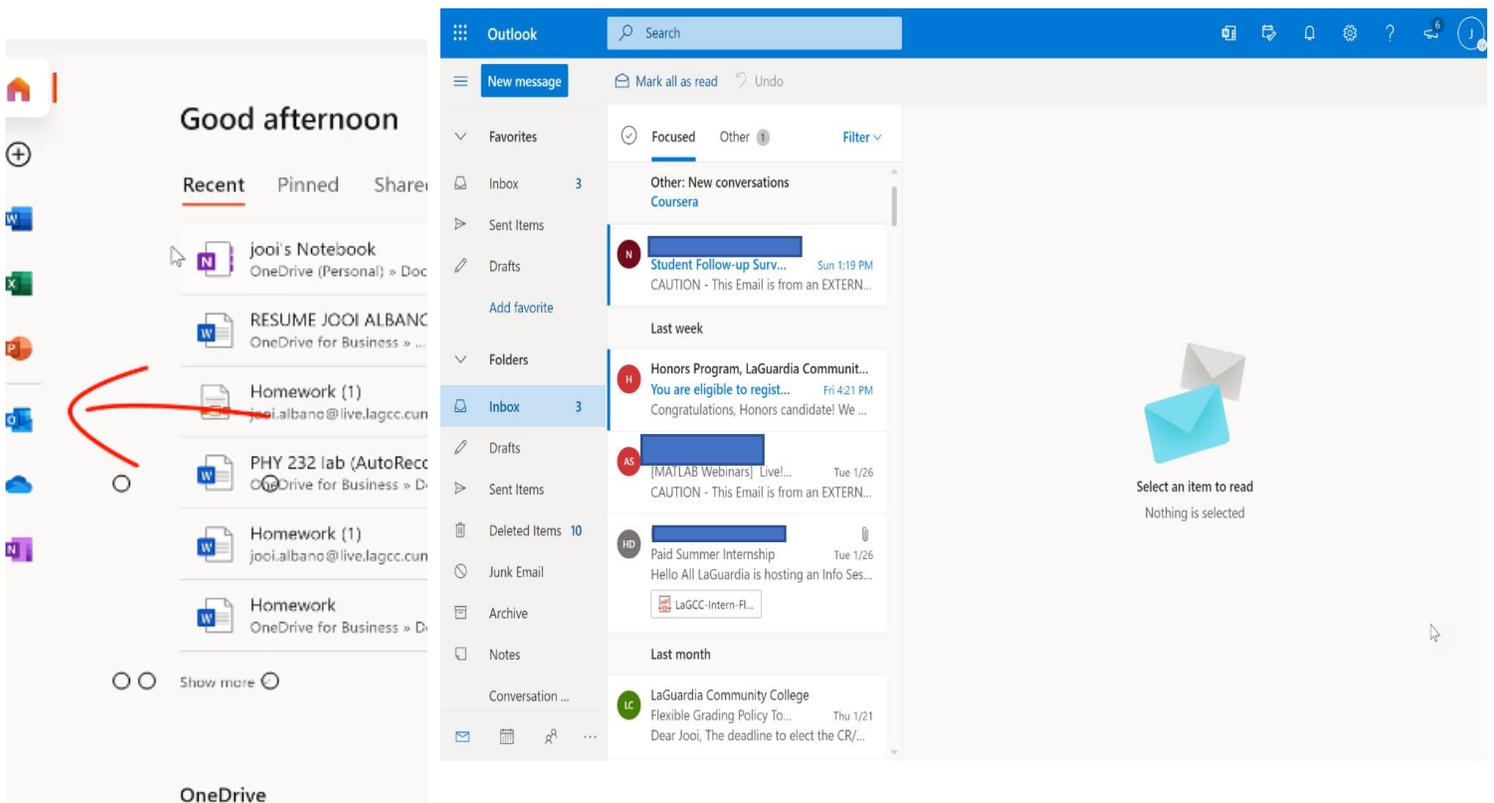
Choose whichever option you want (the text message method is recommended) and fill out the necessary information. Click Next. For example, I chose the text message verification, so the verification code was sent to me through text message.



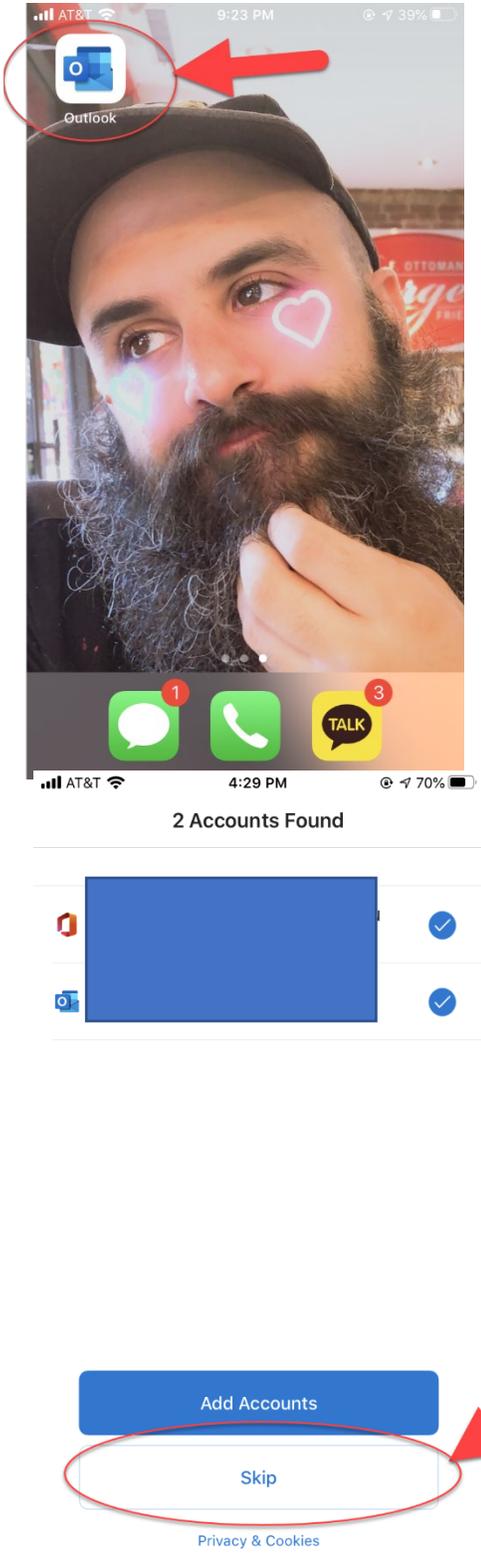
After typing the code into the box, click verify, and you will be set.



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

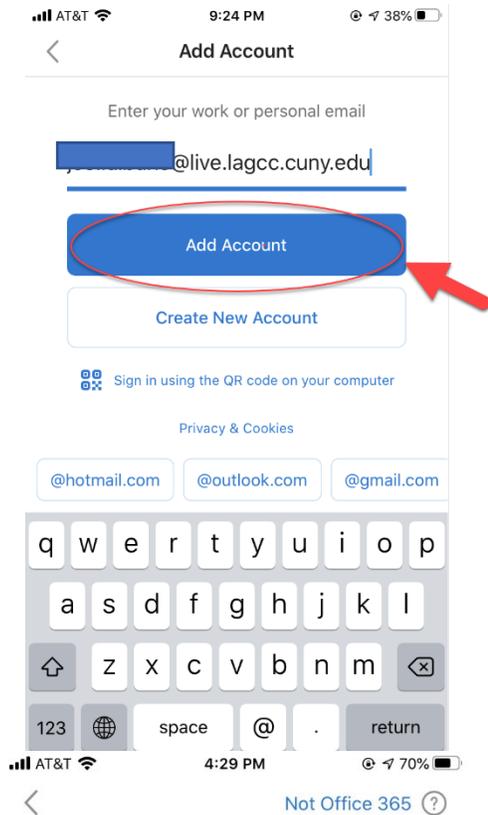


5. Accessing Student Email Through Outlook Mobile App

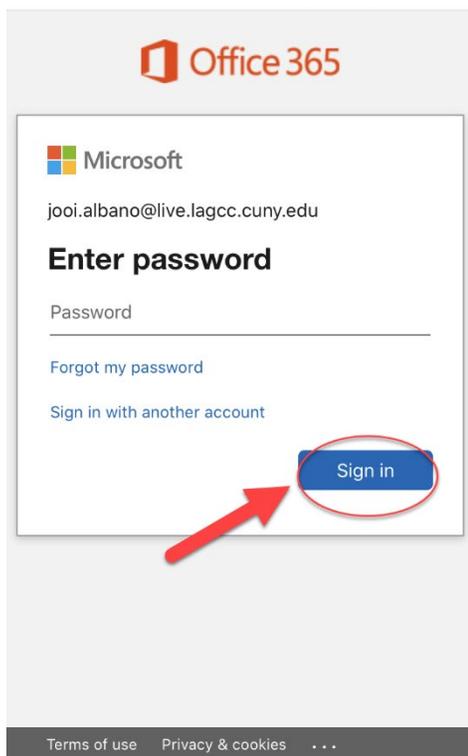


After downloading the Outlook app through an app store, open the app. (If it's your first time logging in, I strongly recommend that first log in through desktop/laptop before you try to login on a phone/tablet.)

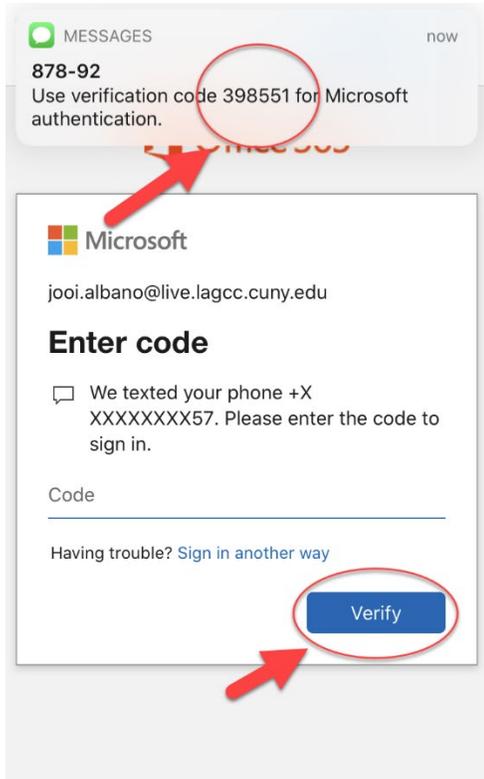
The app might try to add your other outlook accounts; tap skip to add your school email.



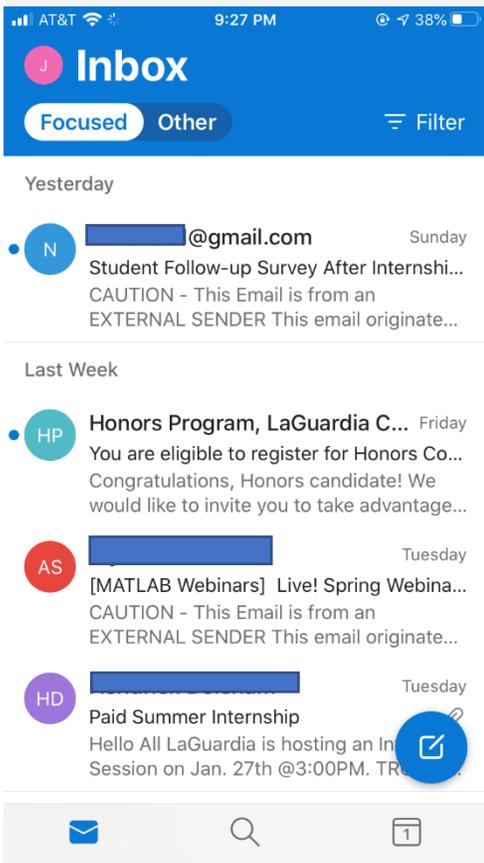
Type in your student email address (firstname.lastname@live.lagcc.cuny.edu) and tap Add Account.



Type in your password. (If you have logged in through laptop/desktop before as recommended, your password will be the one you set, **not** the CUNYfirst ID + last two digits of your birth year). Tap Sign in.

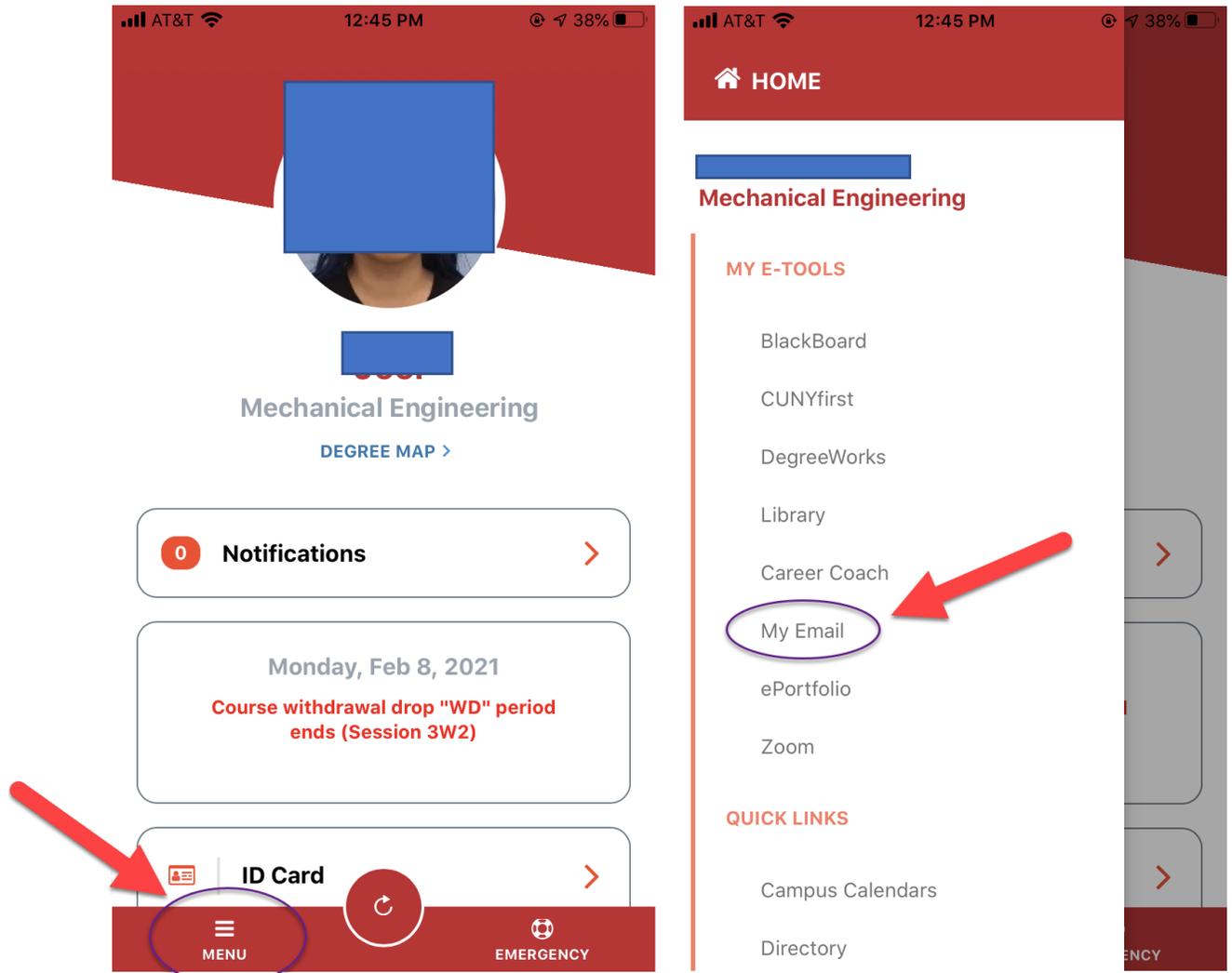


Your verification code will be sent to your preset preference. I chose text, so I got the verification code through text message. Type the code and tap verify.



Now you can access your school email through your phone! It's the fastest and most sure way to make sure that you never miss out on internship/scholarship opportunities and other news from CUNY and LaGuardia Community College!

6. Accessing Student Email Through LaGuardia Mobile App



After opening the LaGuardia app, tap MENU, then My Email. Sign in with your student email credentials.

7. Troubleshooting

- What is my student email address?

Your student email address is your firstname.lastname@live.lagcc.cuny.edu. However, in some cases (such as if there is another person with the same name as you enrolled at the college at the same time), you might have some number added to your email address. You can check your email address through My LaGuardia login portal, (<https://mail.lagcc.cuny.edu/viplogin/>), using the [email lookup link](#). If you follow the guide from page 3, you will be able to find out your email address in no time!

- It's my first time logging in, and what is my password?

Your password is your eight-digit CUNYfirst ID (EMPL ID) plus the last two digits of your birth year. If you don't know your CUNYfirst ID, you can use [email lookup](#).

- Help – I still can't log in!

If you followed this guide and still can't log in, please contact LaGuardia as soon as possible. Go to laguardia.edu/home/Student-Help and fill out all the necessary info. You will hear back from school within few days.