

## FREQUENTLY ASKED QUESTIONS

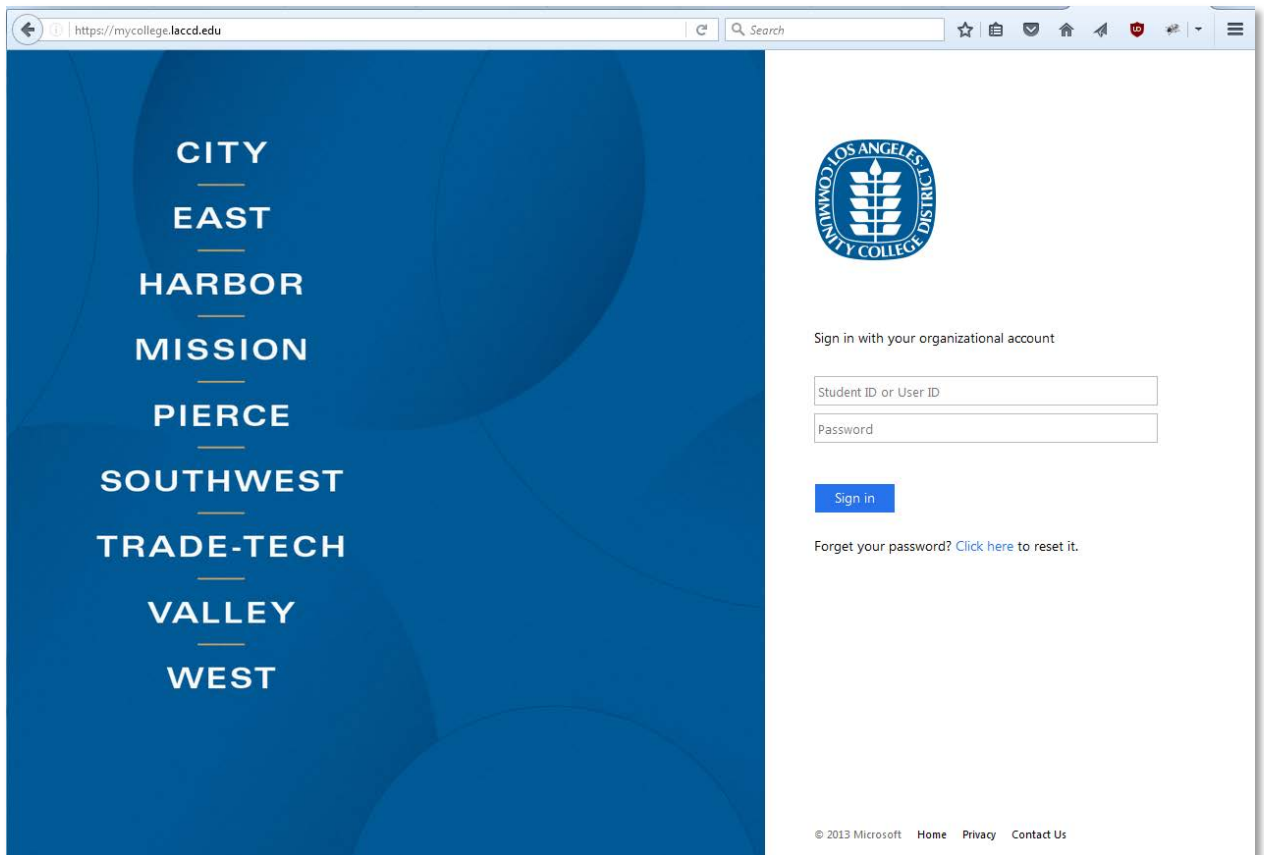
### I. How do I logon to email?

#### 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 4<sup>th</sup>, 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.

Update Password

Your password expired, please update.  
It **cannot** be a part of your name, email, userid or 3 prior passwords.  
Contains at least **7** characters and **three** of the following:

- Uppercase letters [A-Z]
- Lowercase letters [a-z]
- Number [0-9]
- Special character [! , \$ , # , %]

escco28812345

Old password

New password

Confirm new password

Submit Cancel

[Click Here to go back to the Sign-in page.](#)

- 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”

ZBTESTFIRST A. ZBTESTLAST	
Do we have your current email address? <a href="#">Click Here to Edit</a>	
Personal Student Email Address	12346@aol.com
Assigned Student Email Address	ZBTEZA6751@STUDENT.LACCD.EDU

- [View Reg Appt](#)
- [Voter Info](#)
- [View Placement](#)
- [Registration](#)
- [View Schedule](#)

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



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- [View Schedule](#)
- [View Grades](#)
- [Change Pin](#)
- [View & Pay Fees](#)
- [Personal Info](#)
- [Transcript](#)

<b>Register at More Than One College</b>
<ul style="list-style-type: none"> <li>• <a href="#">Step 1: Search For Classes At Other Colleges</a></li> <li><a href="#">Step 2: Enroll At Other Colleges</a></li> <li><a href="#">Step 3: Pay Fees By Credit Card</a></li> </ul>
<b>Enrollment Fees</b>
As of Summer 2012, tuition is now \$46 per unit. For updated

- e. Create a new pin and submit

<b>Warning!</b>	
Your Personal Identification Number(PIN) will be changed immediately once you click on the Submit button. Asterisks will be displayed when you type your PIN.	
<b>Change Pin</b>	
Enter your current 4-Digit PIN:	<input type="text"/>
Enter your new 4-Digit PIN:	<input type="text"/>
Re-Enter your new 4-Digit PIN:	<input type="text"/>
<b>Submit</b>	

*View Reg Appt*

*Vote r Info*

*View Placement*

*Registration*

*View Schedule*

*View Grades*

*Change Pin*

*View & Pay Fees*

*Personal Info*

- 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](http://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?**
  - a. Visit <http://windows.microsoft.com/en-US/skydrive/help-center> to get various different information regarding SkyDrive and its capabilities.
- 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.