FREQUENTLY ASKED QUESTIONS

1. **How do I logon to email?**
   a. **Method 1:**
      i. Login into your student email account at [https://student.laccd.edu/sso/](https://student.laccd.edu/sso/). Enter your LACCD student ID number here.
      ii. Your Password is the same password for your student information system.
   b. **Method 2**
      i. Login to your student portal.
      ii. Click on the link that email address next to “Assigned Student E-Mail Address.”
      iii. You will be redirected to your email inbox.

2. **What do I do if I do not remember my password?**
a. If you do not remember your password you need to contact your Admissions and Records Office. They will assist you in obtaining your student pin.

3. 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
   e. Create a new pin and submit
   f. Once the password has change it will be updated for your email account too.
4. **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

5. **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

6. **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

7. **Where can I get help information about SkyDrive?**

8. **How much storage space do I get for email?**
   a. You will get 10GB of storage for your email.

9. **How much space do I get on SkyDrive?**
   a. You will get 25GB of storage space in the cloud.

10. **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.

11. **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.