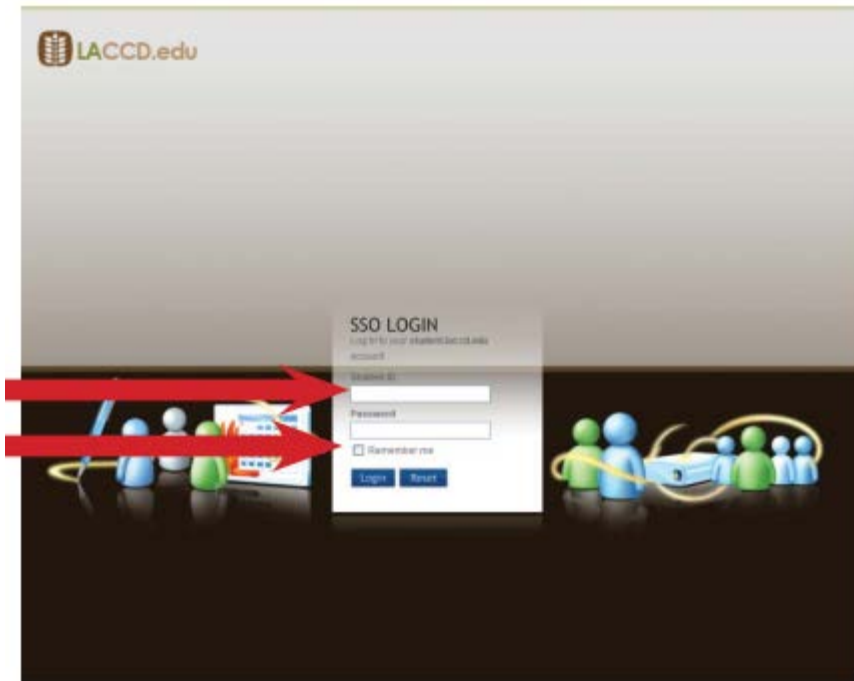


FREQUENTLY ASKED QUESTIONS

1. How do I logon to email?

a. Method 1:

- i. Login in to your student email account at <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”

ZBTESTFIRST A. ZBTESTLAST	
Do we have your current email address?	
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 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

Main Menu		LACCD				
<p>ZBTESTFIRST A. ZBTESTLAST</p> <p>Do we have your current email address? Click Here to Edit</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; padding: 2px;">Personal Student Email Address</td> <td style="padding: 2px;">12346@aol.com</td> </tr> <tr> <td style="padding: 2px;">Assigned Student Email Address</td> <td style="padding: 2px;">ZBTEZA6751@STUDENT.LACCD.EDU</td> </tr> </table>		Personal Student Email Address	12346@aol.com	Assigned Student Email Address	ZBTEZA6751@STUDENT.LACCD.EDU	<p>View Reg Appt</p> <p>Voter Info</p> <p>View Placement</p> <p>Registration</p> <p>View Schedule</p> <p>View Grades</p> <p>Change Pin</p> <p>View & Pay Fees</p> <p>Personal Info</p> <p>Transcript</p>
Personal Student Email Address	12346@aol.com					
Assigned Student Email Address	ZBTEZA6751@STUDENT.LACCD.EDU					
<p style="text-align: center;">Register at More Than One College</p> <ul style="list-style-type: none"> • Step 1: Search For Classes At Other Colleges • Step 2: Enroll At Other Colleges • Step 3: Pay Fees By Credit Card 						
Enrollment Fees						
<p>As of Summer 2012, tuition is now \$46 per unit. For updated</p>						

- e. Create a new pin and submit

Warning!		<p>View Reg Appt</p> <p>Voter Info</p> <p>View Placement</p> <p>Registration</p> <p>View Schedule</p> <p>View Grades</p> <p>Change Pin</p> <p>View & Pay Fees</p> <p>Personal Info</p>
<p>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.</p>		
Change Pin		
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"/>	
Submit		

- f. Once the password has change it will be updated for your email account to.

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