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/ and click on "Sign in", as shown here.
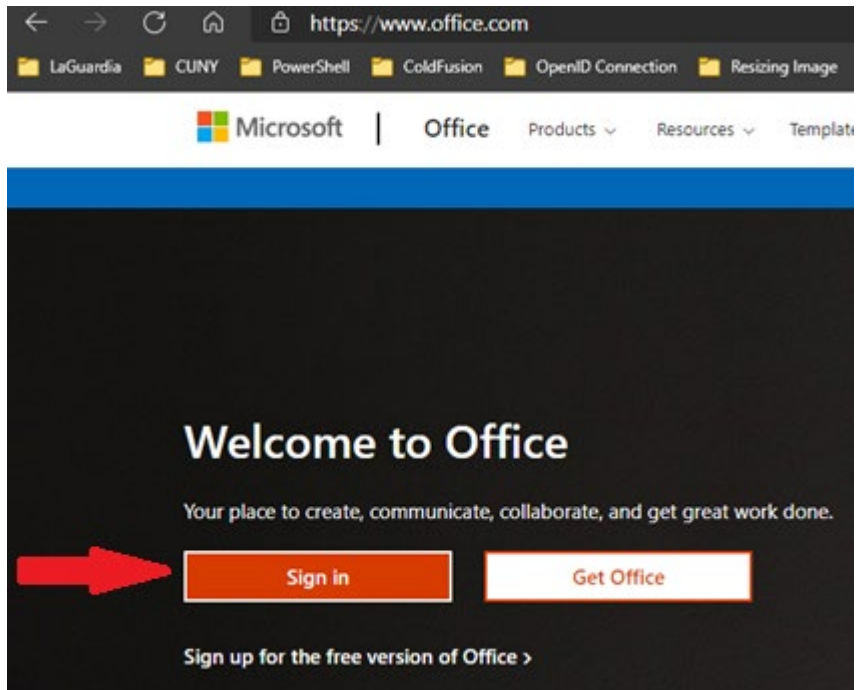
And click on "Can't access your account?"
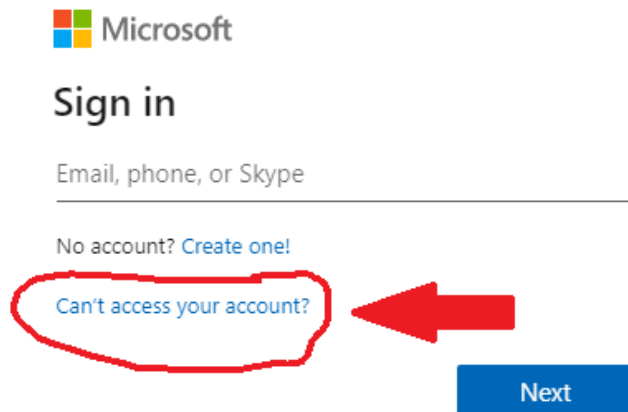
Select "Work or school account", as shown here
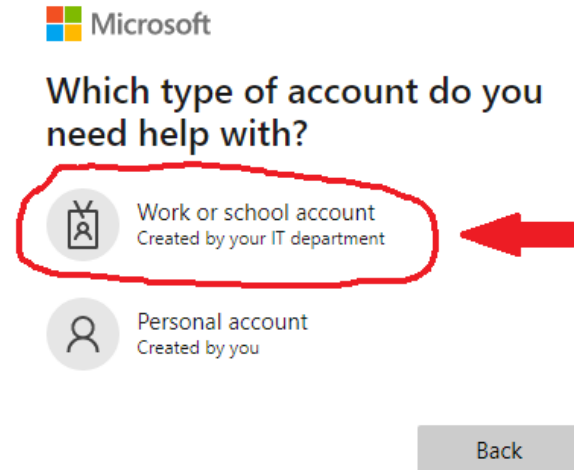
Enter your LAGCC email address (firstname.lastname@live.lagcc.cuny.edu), and the captcha screen characters located in the picture and click on "Next".

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.

Microsoft

Privacy [privacy.microsoft.com] | Legal [microsoft.com]

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?

Cancel

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?

Cancel

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"

Microsoft

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"

Microsoft

← ████@live.lagcc.cuny.edu

Enter password

•••••••••••••••••••••••••••••

Forgot my password

Sign in

More information is need, so click on "Next"

Microsoft

████@live.lagcc.cuny.edu

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

Microsoft

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 1: How should we contact you?

Authentication phone

| Authentication phone |
| Office phone |
| Mobile app |

Method
○ Send me a code by text message

◉ Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

Enter six digit code from your Microsoft Authenticator App or text

Microsoft

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

Cancel   Verify

Click on "Verify"

Microsoft

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

123456

Cancel   Verify

Select your country or region and enter your phone number. Click on "Done"

Microsoft

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 3: In case you lose access to the mobile app

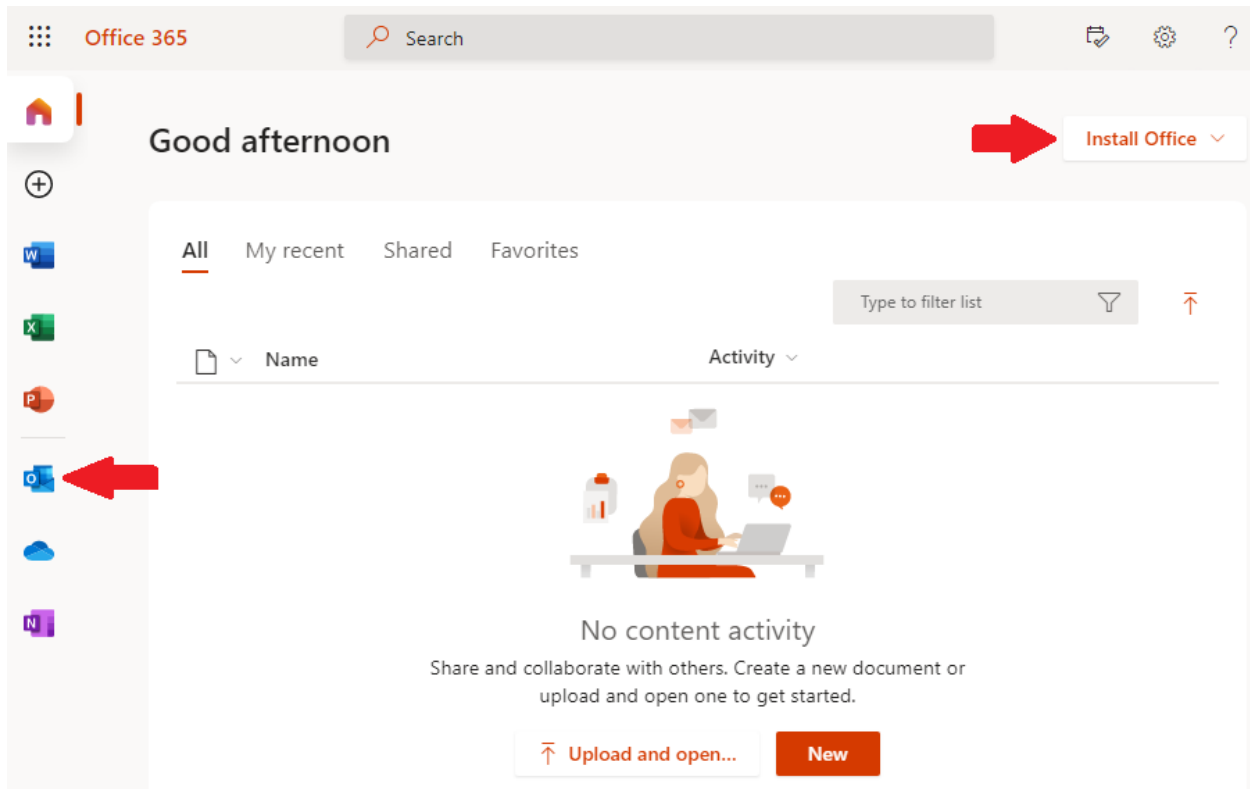Select your country or region ▼

Done

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.