



What is Office365?

Your Citymail account is a web-based e-mail service, provided by Microsoft's Office365, for Undergraduate, Graduate and Non-Degree students enrolled for courses. This service is the building-block in providing a more feature-rich set of tools for collaboration using cloud-based Microsoft product offerings, such as Word, Excel, and PowerPoint. Additional services in the future will include chat and presence, video collaboration, and more to compliment the previous additions of a shared calendar, address book, and IM.

What are the benefits to Office365?

Your Citymail account is running on the Microsoft® Office 365 platform. This Microsoft® Office 365 platform delivers the tools you need to prepare coursework, create sophisticated reports and presentations, and collaborate over the web – including e-mail, instant messaging, online document viewing, and editing.

Features also include:

- Cloud-based e-mail and calendars
- 25 GB storage per user for (e-mail and calendars)
- Office Web Apps - Create and edit with these Microsoft applications in your favorite browser:
 - Microsoft Word
 - Microsoft Excel
 - Microsoft PowerPoint
 - Microsoft OneNote
- Share files and documents with classmates.

With Office 365 you will now have two separate accounts*

1. Office 365 account

E-mail allows you to view and send e-mails, as well as access new Office web apps. You can access Office 365 via the Citymail address <https://citymail.cuny.cuny.edu/login.aspx> as the existing Citymail system.

2. Personal Microsoft account

Allows you access to Skydrive, Messenger, Xbox.Live, and other Microsoft services. Note that City College does not administer your Personal Microsoft Account. As a result, City College cannot reset the password for you. You can use <https://account.live.com/ResetPassword.aspx> to reset the password for your Personal Microsoft Account after the upgrade. To access your Personal Microsoft Account, use your existing username and password to login by going to SkyDrive at: <https://skydrive.live.com>

Note: Both accounts (Office 365 and Personal Microsoft Account) will have the same user ID. If you reset the password in one account the new password will not automatically update in your other account.



Note: If you use Outlook to read your e-mail and use Microsoft Office 2003 or earlier, you will need to upgrade to Outlook 2007 or Outlook 2010 to continue using Outlook.

Windows® Office 365 Installation Guide

[Check the minimum system requirements by visiting Microsoft's support page.](http://products.office.com/en-us/office-system-requirements) (INCLUDE THIS AS THE LINK <http://products.office.com/en-us/office-system-requirements>)

1. Before you start, uninstall previous versions of Microsoft® Office
2. Login to your Citymail account: <https://citymail.cny.cuny.edu/login.aspx>
3. In Outlook® Web Access (OWA), Click on **Settings** from the top-right menu
4. Click on **Office 365 Settings**
5. Click on **Software**
6. NOTE: If you are unsure which version of Microsoft® Office you should install (32-bit or 64-bit), see the [which version is best for me?](#)
7. Choose **Run** or **Save**
8. The streaming installation will begin
9. A video will display to explain the new features of Microsoft® Office 365. While the video plays, the installation will continue in the background. Do not go offline or restart your computer until the installation is complete. You may need to log in with your Citymail account. Upon logging in if you are prompted to choose a Microsoft Account or Organizational Account, choose Organizational Account



Mac Office 365 Installation Guide

1. Before you start, uninstall previous versions of Microsoft® Office
2. Login to your Citymail account: <https://citymail.cny.cuny.edu/login.aspx>
3. In Outlook® Web Access (OWA), Click on **Settings** from the top-right menu
4. Click on **Office 365 Settings**
5. Click on **Software**
6. NOTE: If you are unsure which version of Microsoft® Office you should install (32-bit or 64-bit), see [which version is best for me?](#)
7. Once the download completes, **double-click the Microsoft Office 2011.dmg file** and **run the installer.**
8. After you have completed the install process, open an Office application, such as Word®, and you will be presented with the **Get Started with Office 2011** screen. Select **Sign in** to an existing Office 365 Subscription.
9. Enter your Citymail address and click **Next**





10. If you're prompted to choose **Microsoft Account** or **Organizational Account**, choose Organizational Account.
 - a. Enter your password and click **Sign In**. Your Mac may prompt you that "Microsoft Office Setup Assistant would like to access your contacts." Click **OK**.
 - b. Personalize your copy of Microsoft® Office, **Select your referred setting for updates** and click **Continue**.
 - c. After setup runs, you may be prompted with the Get Started with Office 2011 screen again. **Quit** the application and Reopen to start using Microsoft® Office.

Experiencing Issues Activating Office 365?

1. Please verify that your password had been synced to Microsoft. Please login with your full E-mail address at <https://login.microsoftonline.com/>.
2. If you cannot login, please reset your password at <https://reset.ccnycuny.edu>
3. If you are still experiencing an issue, please stop by the CCNY IT Service Desk for further assistance. They are located in the CCNY IT Tech Center, NAC 1/301. Please bring proof of Identification and proof of active enrollment for the current semester.
4. For some incoming freshman, and newly incoming transfer student, you may need to wait 3-5 business days after the semester have started to access your Citymail account and access the Microsoft Office 365.