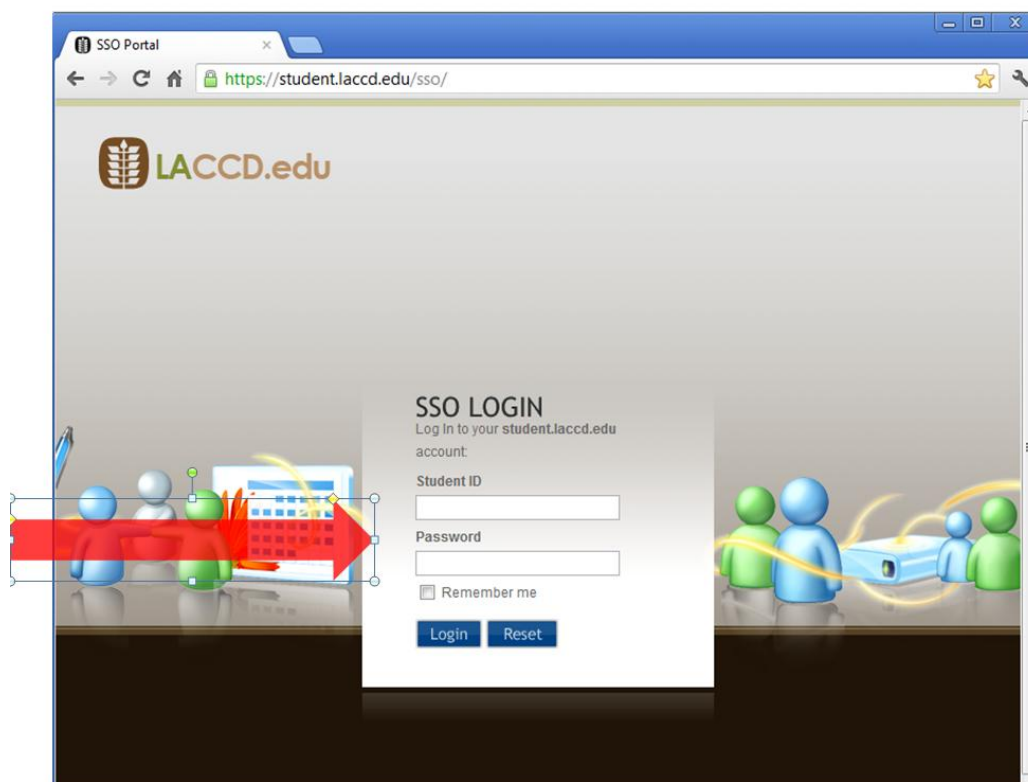


FREQUENTLY ASKED QUESTIONS

1. How do I logon to email?

a. Method 1:

- i. Navigate to the following secure Internet link, <https://student.laccd.edu/> .
Enter your LACCD student ID number and password (also known as your PIN)
- ii. Your Password is the same PIN 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? Click Here to Edit	
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 PIN?

- If you do not remember your password you need to contact your Admissions and Records Office. They will assist you in obtaining your student password/pin.

3. Where do I go if I want to change my PIN?

- To change your pin you can use the student information system portal.
- 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.
- Log in to the portal
- Click on "Change Pin" on the left navigation menu

Main Menu		LACCD	
ZBTESTFIRST A. ZBTESTLAST Do we have your current email address? Click Here to Edit		View Reg Appt Voter Info View Placement Registration View Schedule View Grades Change Pin View & Pay Fees Personal Info Transcript	
Personal Student Email Address	12346@aol.com		
Assigned Student Email Address	ZBTEZA6751@STUDENT.LACCD.EDU		
Register at More Than One College <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 As of Summer 2012, tuition is now \$46 per unit. For updated			

- Create a new pin and submit

Warning!		View Reg Appt Voter Info View Placement Registration View Schedule View Grades Change Pin View & Pay Fees Personal Info
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.		
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		

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

- 4. Who can 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 more 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 and 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.
- 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 you remove some items from mailbox to free up space.