**What is Citymail?**

Through a CUNY-wide partnership with Microsoft, we are offering students a state-of-the-art e-mail and communications suite. Everything you do online – e-mail, shared calendar, and more – now works together better than ever with 24/7 reliability.

**Why use Citymail?**

Citymail offers significant advantages over the current e-mail services provided to students throughout CUNY, such as:

- **25 GB of mail space!**
- **It’s hardly ever down!** Citymail is hosted on servers managed by Microsoft to provide the highest levels of reliability and performance.
- **Send them all at once!** You can send 20 MB message size, including up to 20 MB attachments, and up to 50 attachments.
- **It’s all about the looks!** An intuitive and customizable desktop look and feel.
- **Connect to your classmates more efficiently!** Your classmates will be using Citymail, so you can use the Web-based collaborative tools such as shared calendar, post files on SkyDrive™, and send meeting requests to coordinate both academic and non-academic activities.
- **Control spam and viruses through filtering.**
- **Multi-task!** You can use your Citymail account to access an extended set of tools offered by Microsoft including Windows Live Messenger, Spaces, SkyDrive™, and Windows Live for Mobile.
- **Link all your e-mail IDs and check only one account.** With linked IDs, you sign in only once for all accounts, so you can quickly switch between them.
- **Keep your account even after you graduate.** Your e-mail account will not be deleted after you graduate, instead you will have an alumni account.

**What is my e-mail address & password?**

For all students - detailed instructions for using your ‘citymail’ are outlined on the Citymail ‘Frequently Asked Questions (FAQs)’ webpage. Go to: [http://citymail.ccny.cuny.edu/faqs.html](http://citymail.ccny.cuny.edu/faqs.html)

**Your Citymail Account**

Quick steps for initial login and to change or set the password for your Citymail account

1. **First step is to go to the ‘citymail’ website:**
   [https://citymail.ccny.cuny.edu/](https://citymail.ccny.cuny.edu/)

2. **Click on ‘Student Password Reset’ to find your username and to reset your password to access your ‘citymail’ account.** You can also go directly to:
   [https://reset.ccny.cuny.edu/](https://reset.ccny.cuny.edu/)
2 User Password Reset

1. Click the ‘Student Password Reset’ button

1. Fill in appropriate fields.
2. Fill in ‘CAPTCHA’ and click ‘Next’
3. Change or reset password.

3 Login to Citymail

Where do I login?
http://citymail.ccny.cuny.edu/login.aspx

4.29.2016

If you do not see your ‘username’ and information after filling in the ‘Student Password Reset’ and/or need help please contact us at:
The OIT Service Desk, NAC 1/301 p: 212.650.7878 or e-mail us: servicedesk@ccny.cuny.edu

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