welcome to... CITYMAIL for students

HOW TO CLAIM CITYMAIL

FOR NEW STUDENTS, CITYMAIL ACCOUNTS ARE AUTOMATICALLY CREATED AS PART OF THE REGISTRATION PROCESS. IT CAN TAKE BETWEEN ONE AND THREE WORKING DAYS FOR ACCOUNTS TO BE ACTIVATED.

FIRST STEP:

Start off by visiting this website:

https://citymail.ccny.cuny.edu/

Click on **ACCOUNT ACTIVATION (CCNY).**

ACTIVATE YOUR EMAIL :

1. Click on the **select** button under **option A**.

COMPLETE STEPS 1 - 4 WITH YOUR PERSONAL INFORMATION

Step 1: Enter last name, last 4 digits of your SSN, date of birth, and verify captcha.

Step 2: Confirm entered information.

Here, you will see your Citymail email and the username which you will use to log in to your citymail.

Step 3: Enter new password and confirm in second box.

Set a password that you will remember for the semester. Then perform password change in step 4.

FINAL STEP:

Login to your Citymail by visiting this website:

https://citymail.ccny.cuny.edu/

Click on **CITYMAIL LOGIN.**

CITYMAIL CREDENTIALS

Username: Your username will consist of the first initial of your first name + up to 6 characters of your last name + 2 or 3 digits numerical value followed by the campus domain name.

For example, the email for Jane Doe would be: jdoe000@citymail.cuny.edu.

Use full email address to login.

jdoe000@citymail.cuny.edu

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CITYMAIL LOGIN

- Once you login for the first time, you will be asked to setup your language and time-zone.
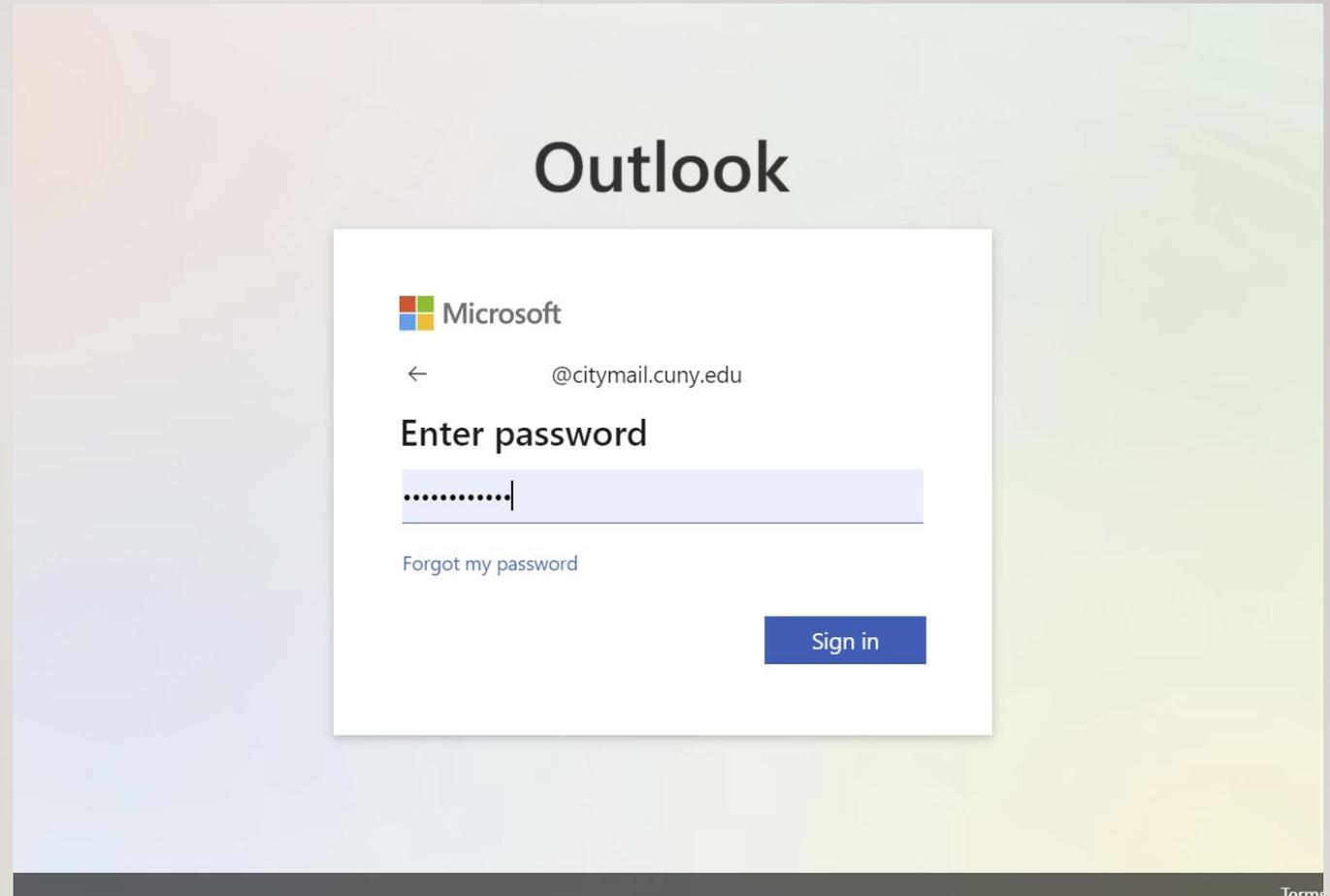
CHANGING LANGUAGE & TIME ZONE

- You can also change your language and time-zone after login.

- Click on the settings icon and then select 'View all Outlook settings'.
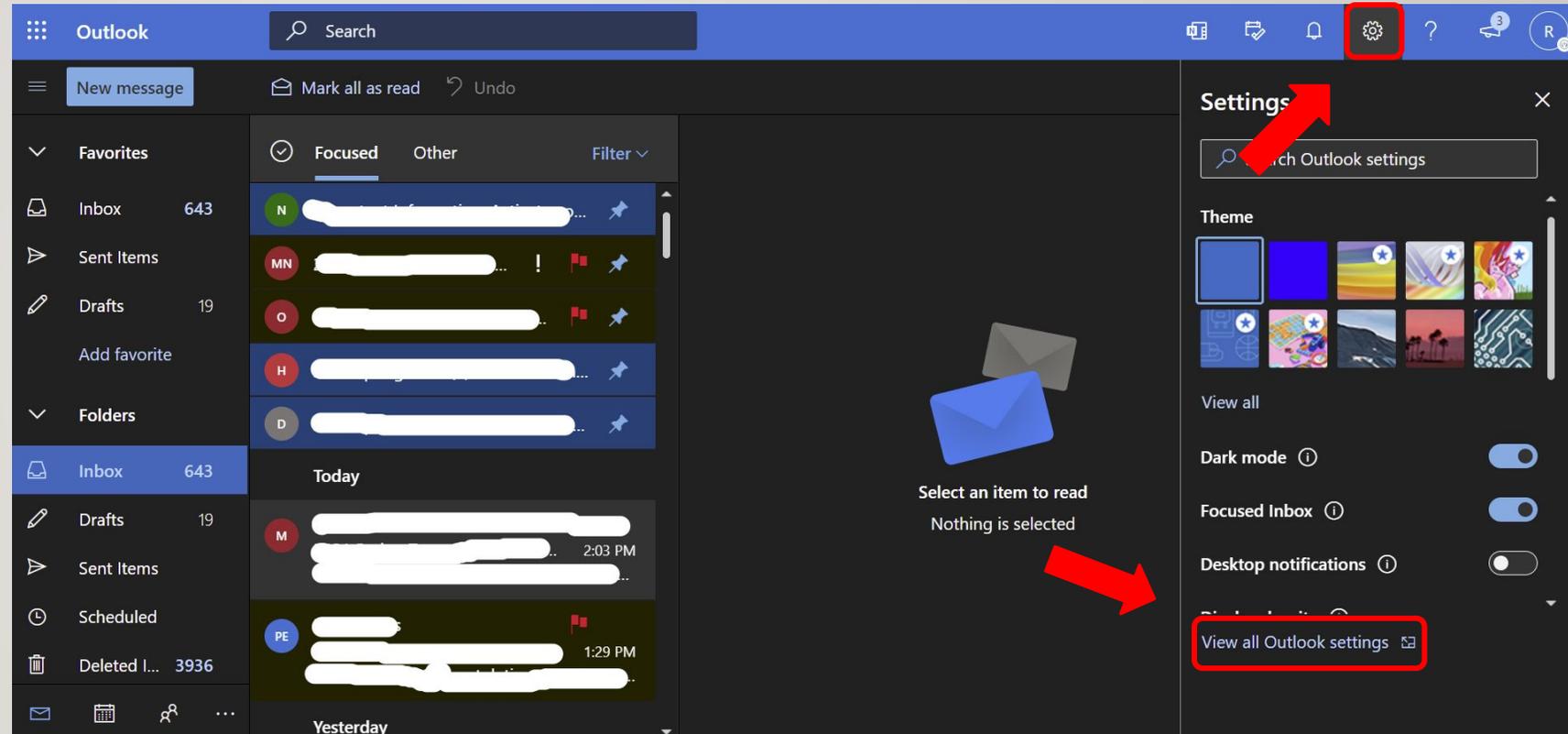
CHANGING LANGUAGE & TIME ZONE

- Make sure your language is set to English and your time-zone set to Eastern Time.
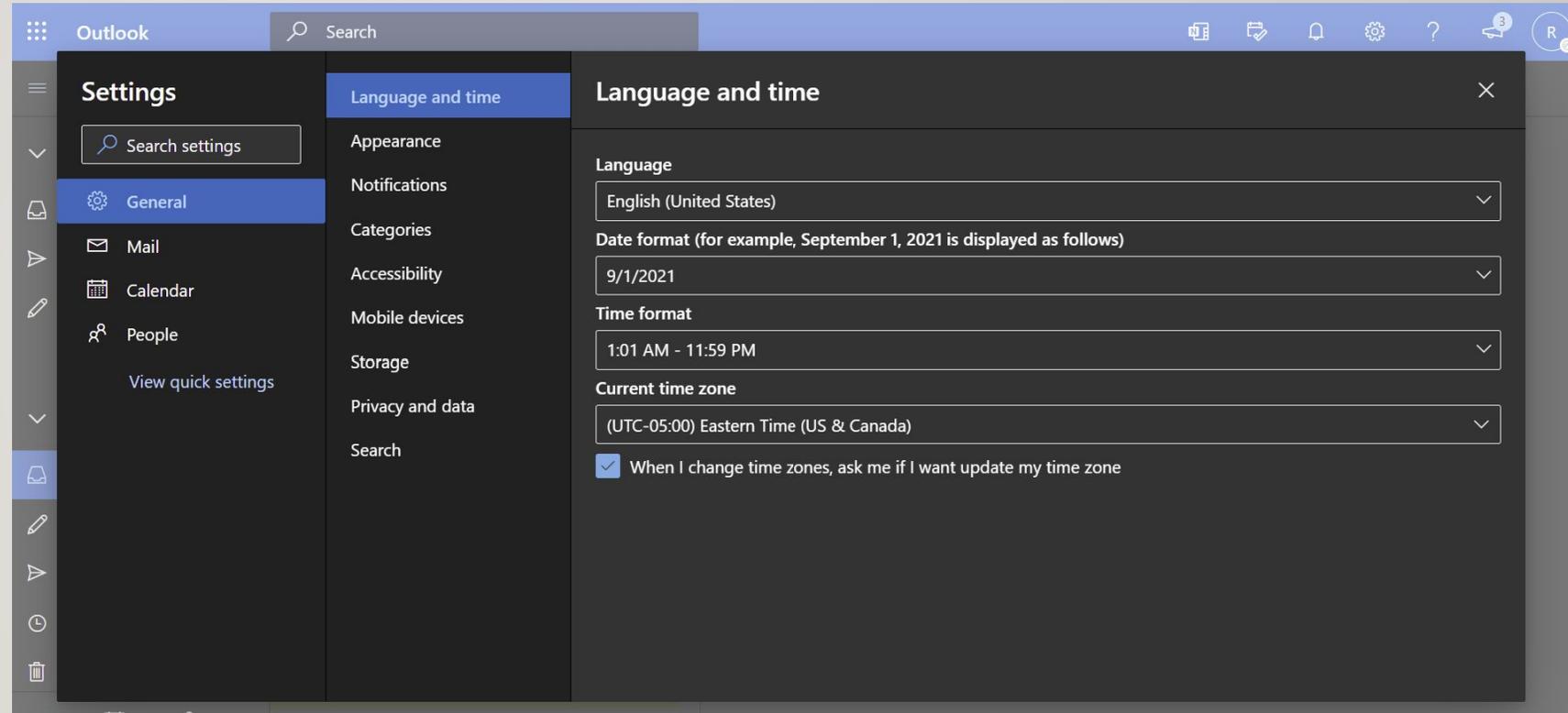
MULTI-FACTOR AUTHENTICATION

- Microsoft incorporated multi-factor authentication, so each time you login you have to complete the 2-step verification.

- You'll be asked to select from 3 choices of verification method: office phone, personal mobile or mobile app.

- Please the link below that includes a video on how setup multi-factor authentication

  https://www.youtube.com/watch?v=qTm62ItK-p8

It is highly recommended that you log into your student e-mail account often so you can easily:
- Receive official campus announcements
- Read important e-mails
- Communicate with faculty, staff, and classmates.