LACCD Academic E-Mail Account Upgrade
July 24, 2013

Maintenance Window:
From: Thursday, July 25, 2013
To: Wednesday, July 31, 2013

Reason:
To migrate academic email accounts from Microsoft Live@edu to Office 365 for education. This enhancement will provide all users with the newest features from Office 365.

User Impact:
Students can continue to use email, calendar, and SkyDrive throughout the maintenance window. Students may experience a brief interruption if the account is accessed at the moment it is being migrated.

To use Office 365 for education, one of the following minimum browser versions is required: Internet Explorer 9, Mozilla Firefox 12, Apple Safari 5, or Google Chrome 18.

If using Outlook as the email client, Outlook 2007 or Outlook 2010 is required.

After the migration is complete, the existing user account will become two separate accounts:

1) A personal Microsoft account to access SkyDrive files. The personal account can be accessed at skydrive.live.com. The Microsoft account login will be the academic email address and the password will be the student PIN prefixed with either 88 or 8888.

   For example: Microsoft account: smithjk1234@student.laccd.edu
   Password: 885768 or 88885768

   Students will be required to provide alternate email and phone number info for security and password-reset purposes. Students will use the personal Microsoft account to access their existing SkyDrive files.

2) An Office 365 account to use for school-related email and collaboration. The account will be accessed at student.laccd.edu, through SIS, or from www.outlook.com/laccd.edu. There will be no change in the student username or password. Students will not be able to access existing SkyDrive files from this account. Existing SkyDrive files can be accessed using the personal Microsoft account at skydrive.live.com. The Office 365 account will be enhanced with the new Office 365 SkyDrive Pro at the completion of the upgrade.

NOTE: Personal Microsoft accounts are administered by Microsoft. LACCD will not provide password-reset for personal accounts. Students will need to contact Microsoft support for password assistance with personal accounts. LACCD will continue to provide support for Office 365 accounts.

System Impact:
The academic email accounts will be migrated on a rolling basis between July 25th and July 31st. Students can continue to use email, calendar, and SkyDrive throughout the maintenance window.

For more information about this enhancement, please access the following articles:

For further assistance, contact the Help Desk at webmaster@email.laccd.edu.