


Outlook Setup - @laccd.edu

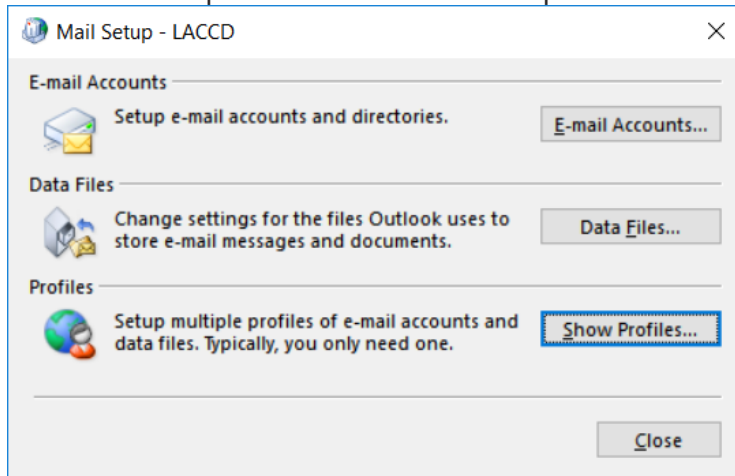
The new LACCD email replaces all the local LACCD campuses email systems. With the new LACCD emailing system, <username>@lacitycollege.edu is now an alias for your new email <username>@laccd.edu. People can email you at your old email <username>@lacitycollege.edu, and it will be delivered to the new email system. Also, when you send an email, it will seem to come from <username>@lacitycollege.edu. Even thou, you can give either email addresses, and the emails will arrive to you on the new email system, we recommend that you keep giving <username>@lacitycollege.edu because of branding.

Outlook instructions to setup new LACCD email.

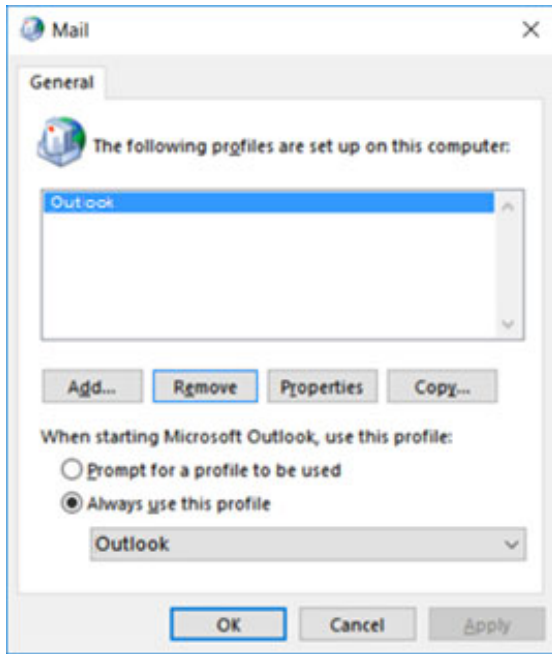
Before you start, make sure that you know your LACCD SIS/PeopleSoft password. This is your new email password. It is different than your campus computer password. Use the link below to verify that you know the password.

<https://mymail.laccd.edu>

1. Close Outlook.
2. Go to Control Panel.
On Windows 10, right-click on Windows icon, and select Control Panel.
3. Select Mail (32-bit)  Mail (32-bit)
On View by Category, click on User Accounts first.
On view by Large/Small icons, just select Mail (32 bit)
4. The “Mail Setup – LACCD” window will open. Click “Show Profiles”

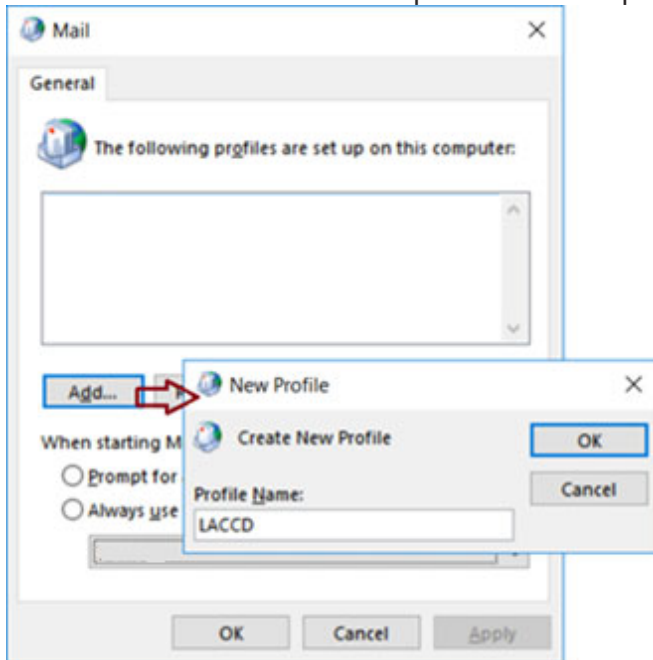


5. The “Mail” windows will open. Select, and remove the current profile. That profile might have a different name. It will probably be the only profile.



6. Click "Add..."

The "New Profile" window will open. Name the profile "LACCD", and click OK.



7. The "Add Account" window will open.

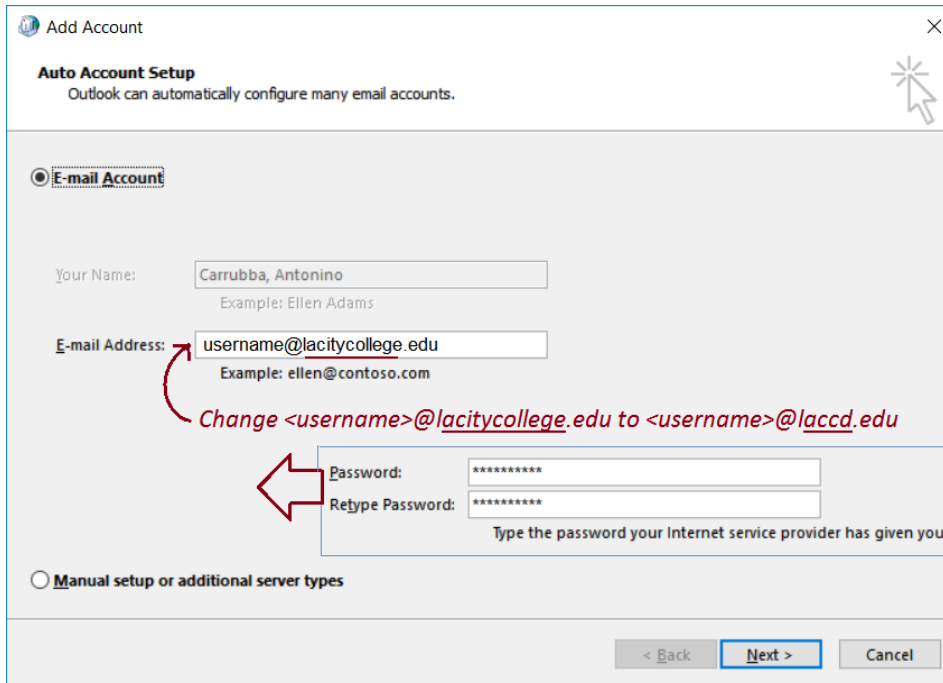
(On your personal computer, you will have to manually type all the fields below)

Change the email to @laccd.edu.

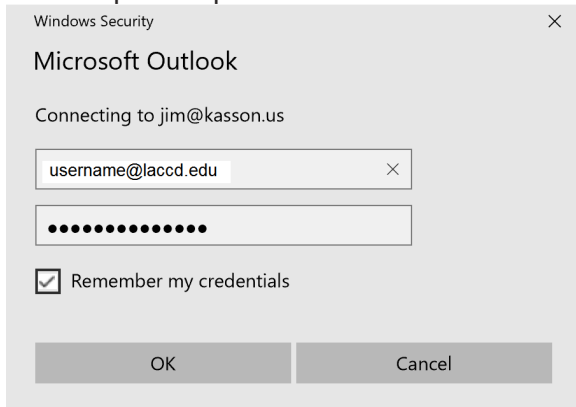
The password boxes will open below the E-mail Address box.

Enter your SIS/PeopleSoft password twice, and click Next.

Make sure to use the Email password, not your campus computer password

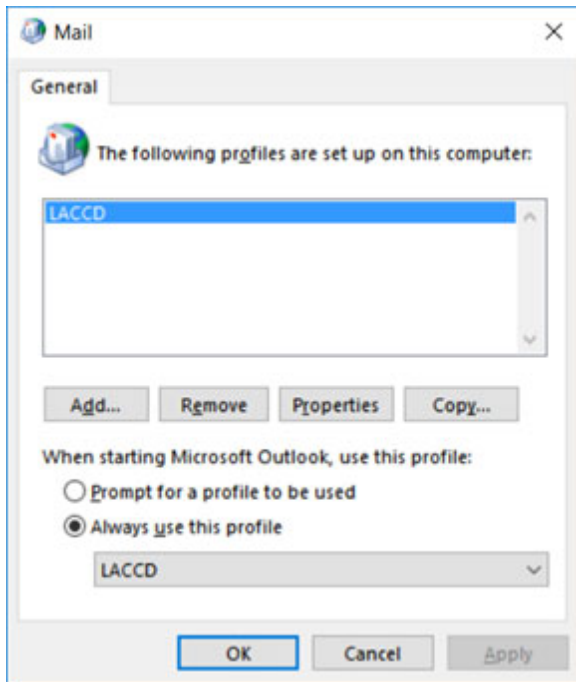


- The "Configuring" window will open. Outlook will start configuring the new profile. The "Windows Security" window will open during configuration. Enter the @laccd email, and the SIS/PeopleSoft password. Check "Remember my credentials", and click OK.



When Outlook is done configuring the new profile, click Finish

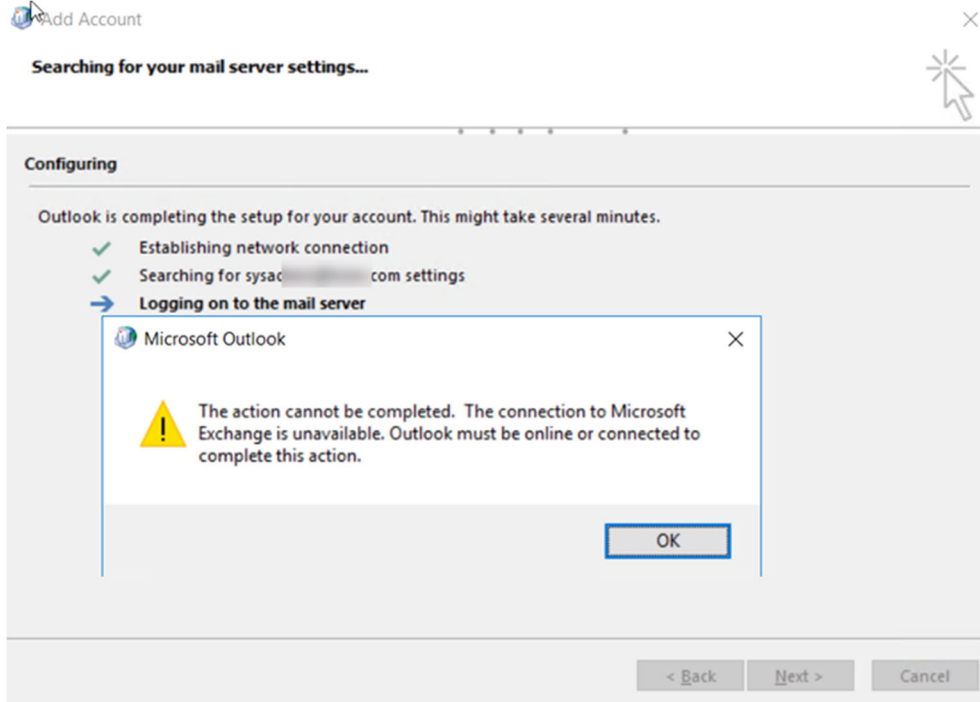
9. You will be back at the “Mail” window. Select “Always use this profile: LACCD”, and click OK..



10. Open Outlook

Troubleshooting

1. **Problem:** Outlook cannot complete configuration, but give the error message below



Reason: The user entered the wrong SIS/PeopleSoft password, and checked “Remember my credentials.”

Solution: Open Control Panel, go to Credential Manager, and select “Windows Credentials” tab.

Go to “Generic Credentials” area, and remove the credential below:

“MicrosoftOffice16_Data:SSPI:<username>@laccd.edu”

Go to “Other Items” area, and remove the credential below:

“SSO_POP_Device”

Now the user will again be prompted for the SIS/PeopleSoft password.