



Lehman College - 250 Bedford Park Boulevard West - Bronx, NY 10468  
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# **CUNY Retiree Email on Office 365**

**Prepared by**  
**Information Technology Division**

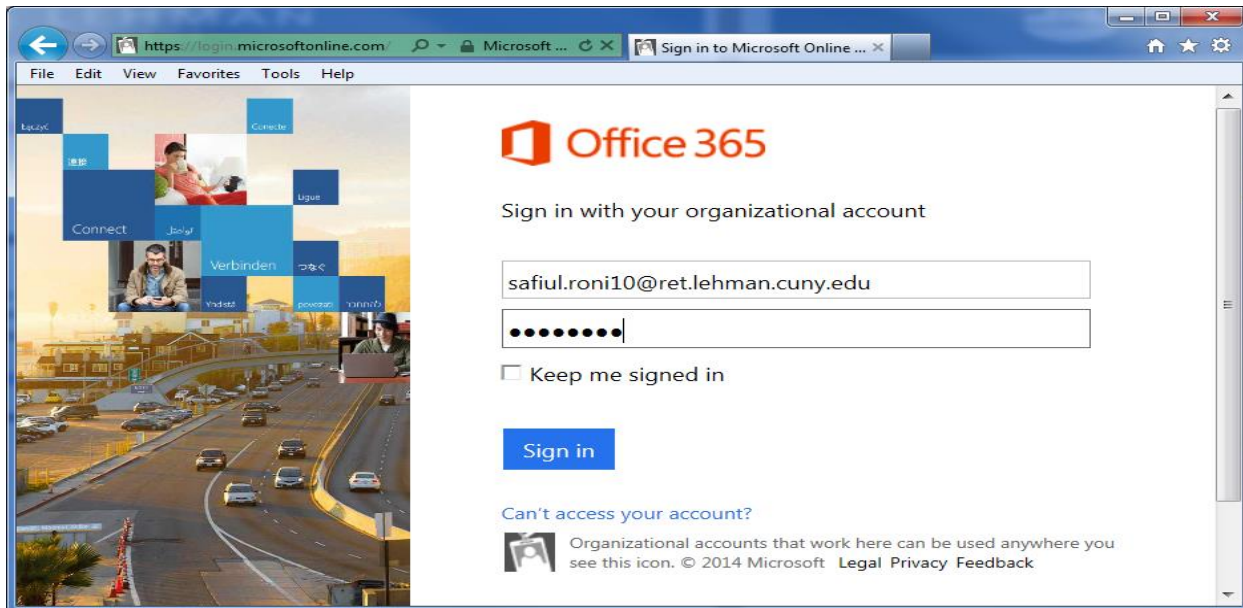
**Lehman College, CUNY**

**May 13, 2014**

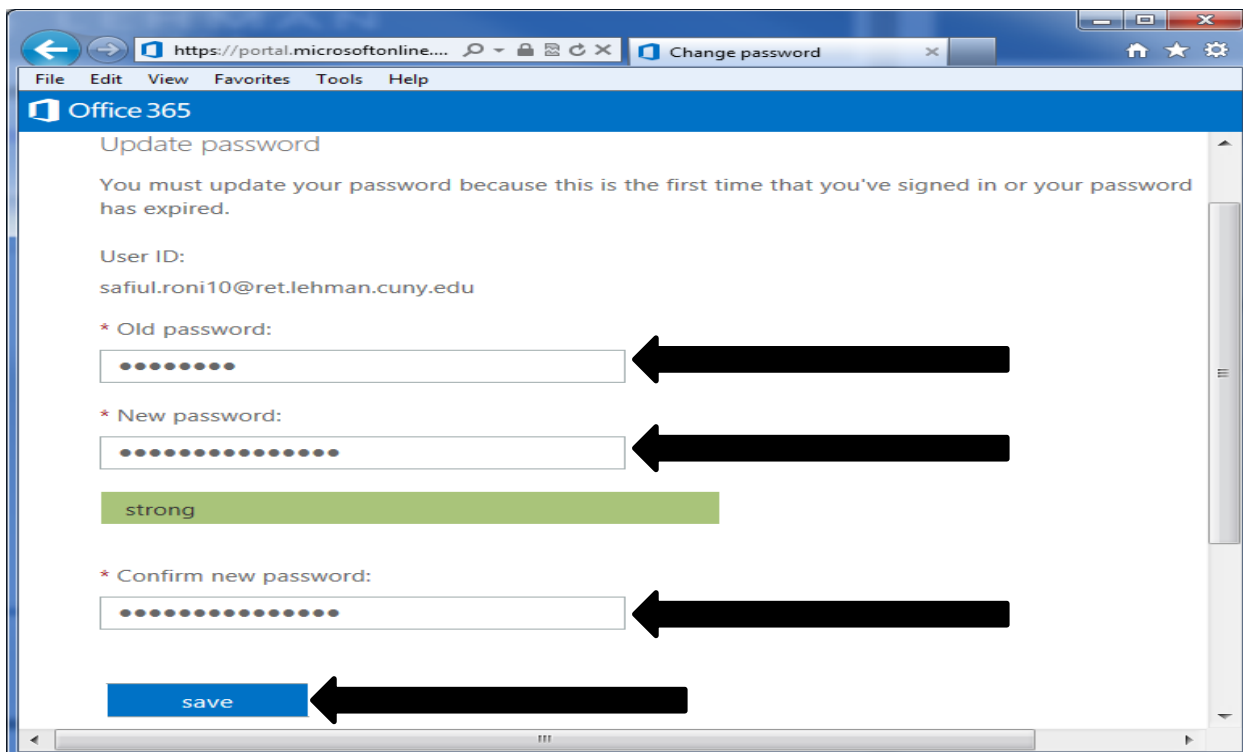


## CUNY Office 365 First Time User—Your CUNY Retiree Account (For Retirees)

1. Login with your new username and password . Go to <https://Retireemail.cuny.edu> and type in your user name and password and click on **Sign in**:



2. You must change your password upon first use -Type in your **old password** and a **new password** and click on **SAVE**:





3. Click on **Outlook** and you will automatically see the following screen: Click on the drop down menus to select your language and time zone as in the example below, and click **save**:

Outlook® Web App

Choose your preferred display language and home time zone below.

Language:  
English (United States)

Time zone:  
(UTC-06:00) Central Time (US & Canada)

save

## Password Reset Guide

In the event that you forget your password (or want to change your password):

4. Contact your campus Administrator and
  - a. Ask your campus Administrator to reset your password, or
5. Go to <https://Retireemail.cuny.edu> and do the following:
  - a. Click on **Can't access your account?**



Sign in with your organizational account

john.smith@ret.olive.cuny.edu

Password

☐ Keep me signed in

Sign in

[Can't access your account?](#)



- b. Enter your entire email account in your **User ID** field, and the CAPCHA characters below it. Click **Next**.

## Reset your password

### User verification

To reset your password, begin by entering your user ID and the characters in the picture or audio below.

\* User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com

8km8gfy4



Enter the characters in the picture or the words in the audio.

Next

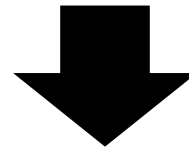
Cancel

- c. Click on “**contact your organization’s Admin**” to trigger an email to your campus Administrator alerting him/her that you are requesting a password change.

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## Microsoft

## Reset your password



While we cannot reset non-admin account passwords automatically, we can [contact your organization's admin](#) to do it for you.

[Cancel](#)



- d. You will see the following message:

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**Microsoft**

## Reset your password

Your admin has been notified

**Only your admin can reset your password.** To assist you, we've sent an email to your admin requesting a password reset.

Note that this request could take some time to complete, depending on your organization's support policies. Contact your admin or helpdesk for any further assistance.

**Note: Your request to have your password changed will only be sent to your campus System Administrator after you click on “contact your organization’s Admin”.**

- e. Contact the IT helpdesk to retrieve your new password.

Please contact the Help Desk at (718) 960-1111 or [Help.Desk@lehman.cuny.edu](mailto:Help.Desk@lehman.cuny.edu) if further assistance is needed.