As part of a CUNY-wide initiative, a new student email system was launched for the Graduate Center in December 2014. This new web-based service was only offered to students and graduates; therefore, a new email domain (@gradcenter.cuny.edu) had to be created. Email account credentials and initial passwords were sent to all students and graduates in early December. (If you did not receive this information, please contact IT Services by email at ITServices@gc.cuny.edu. Make sure that you include an external email address for contact purposes and provide a scanned copy of your Student ID for ID verification.)

How do I check my e-mail?


2. At the Office 365 sign in page, enter your full student e-mail address and password.
Click **Sign In**. *(If you are unable to log in, please contact IT Services via email at ITServices@gc.cuny.edu and provide an alternate email address for contact. Please do not use the “Can’t access your account?” link on the sign-in page. This link does not provide IT staff with an alternate method of contacting you.)*

**Password Guidelines**

When you create a new password, use the following guidelines.

- 8 to 16 characters.
- Office 365 passwords require at least 3 of the following:
  - Lowercase letters
  - Uppercase letters
  - Numbers (0-9)
  - Symbols, including: ! @ # $ % ^ & * - _ + = { } | \ : ' , . ? / ` ~ < > ;

If you know your password and you wish to reset it, please use the following steps:

1. Sign in to Office 365 using the credentials provided to you by the Graduate Center. *(Full email address and password)*

   ![Change theme](image)

   ![Office 365 settings](image)

   ![Feedback](image)

2. At the top of the page, go to **Settings – Office 365 Settings**.
3. Select **Change your password** from the middle of the page.

4. Enter your old password in the **Old Password** field.
5. Enter your new password in the **New Password** field.
6. Enter your new password again in the **Confirm New Password** field.
7. Click **Submit**.