INFORMATION TECHNOLOGY

CITY OF CULVER CITY

9770 CULVER BOULEVARD, CULVER CITY, CALIFORNIA 90232

(310) 253-5950

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FAX (310) 253-5830

Using Your Culver City Email Account

Section 1: First Time Logging Into Microsoft Office 365 Web Portal

1. Navigate your browser to the Office 365 website, click **Sign in**.
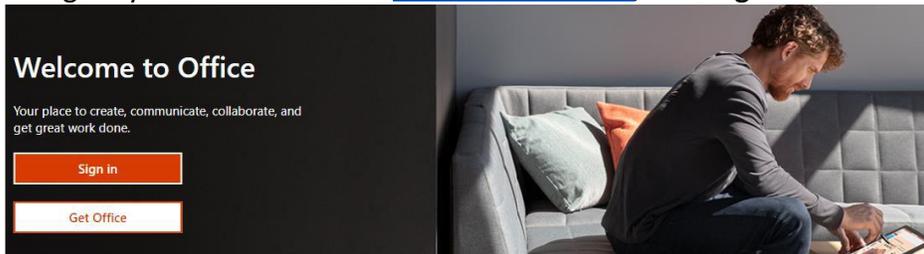
2. Enter your full email address on the following page and click **Next**.

3. Input your password and click **Sign in**.
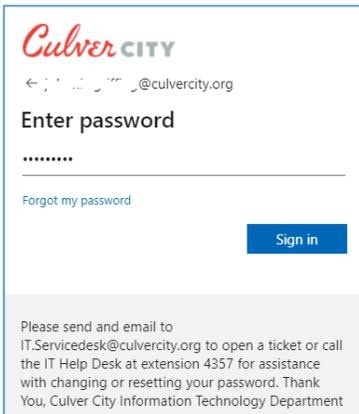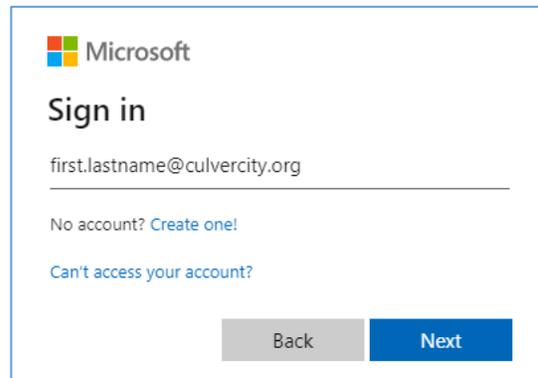
4. You will be prompted for more information, click **Next**.

5. You wiil be prompted to confirm your current password, click **re-enter my password** and enter it once again on the following page.

6. The next page will prompt for you to select which verification method you prefer which will be used when changing your password (Section 3). You may choose to enter a phone number and/or select to answer 5 security questions.

7. If choosing authentication by phone, you will be asked to verify it. Enter your phone number (without dashes and spaces) and select **text me** or **call me**. A verification code will be sent to you. Enter that code on the next page.

8. Click **Finish** to complete the process.

Culver CITY

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✅ Authentication Phone is set to +1 3105204305. Change

❗ Security Questions are not configured. Set them up now

[finish]   cancel

Section 2: Using Microsoft Office 365 Web Portal

1. As with the steps in Section 1, navigate your browser to the Office 365 website, click **Sign in**, input your full email address and click **Next**.

2. Input your password and click **Sign in**.
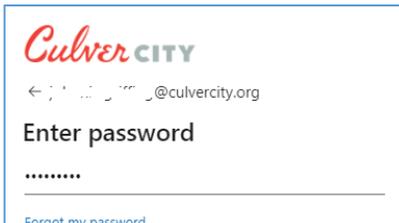
3. Once signed in, you will find number of panes to access Office apps. Find the **Outlook** icon to open your
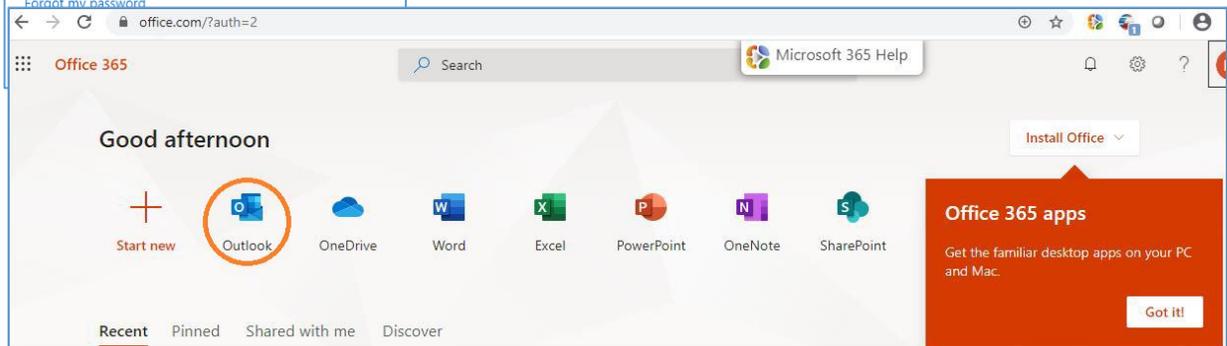
mailbox.

4. Once your mailbox has been accessed, you may toggle to view your calendar by clicking the corresponding icon as circled to the right.

5. Finally, to logout click the circle in the upper right corner with your initials, and select "Sign Out".

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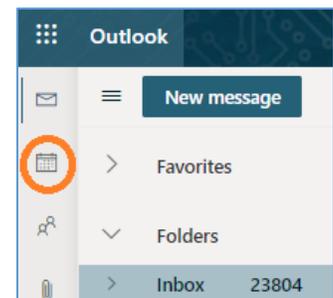
Section 3: How to Change Your Password

6. As with the steps in Section 1, navigate your browser to the Office 365 website, click **Sign in**, input your full email address and click **Next**.

7. When prompted for your password, click **Forgot My Password** as circled below.

8. Your email address should already appear in the User ID field. Enter the characters in the picture in the field below and click **Next**.

For authorized users you may change your password by being setup on the City's Service Desk site at https://culvercity.sysaidit.com/Login.jsp Contact the City's IT Department before using this link the first time to ensure you are approved and setup.
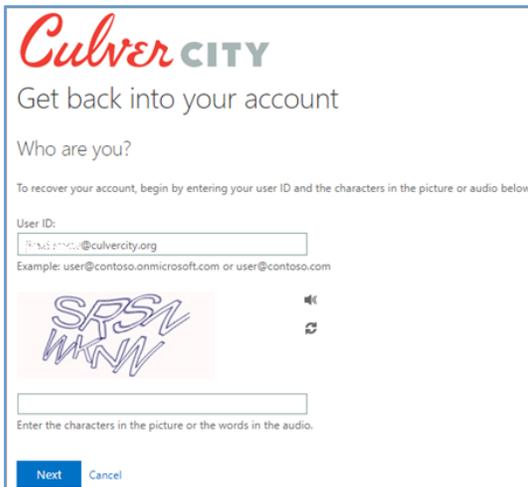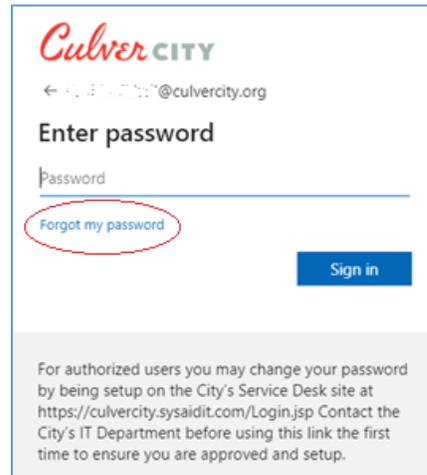
9. Enter the phone number given during the application process and select **text** or **call**. The last 2 digits of the phone number will show giving a hint. On the following page, enter the verification code sent or called to your phone. Click **Next**.

10. Enter a new password and confirm it.

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Section 4: Important Notes for City Email Accounts

- Office 365 will work properly with most web browsers including Microsoft Edge and Internet Explorer, Chrome, and Safari.
- Your City password expires every 90 days. Be certain to change your password every 90 days or when prompted by the system. You should receive an email reminder approximately fourteen days, 7 days, and 1 day prior to your password expiring as a reminder. You may want to put a calendar reminder in your calendar.
- Your email account and related folders will hold 100 GBs of items.
- **Retention Policy**: Items held in your email account will be held from the date of receipt or sending for two years. After that time they will automatically be moved to archive for an additional five years before they are completely purged from the system.
- City email will *not* be automatically forwarded to personal accounts. This past practice is discontinued to align the City with best business practice and to conform to litigation discovery policies.
- Any email communications are Public Records and should be handled accordingly. If you have questions about this, please direct them to the appropriate CBC Secretary and/or the City Attorney.