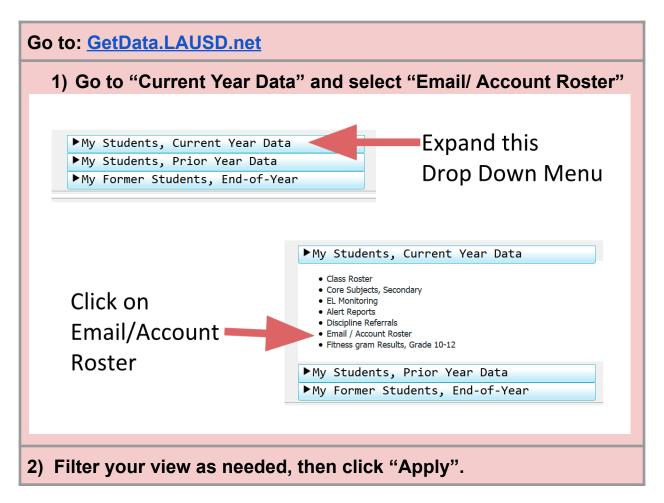
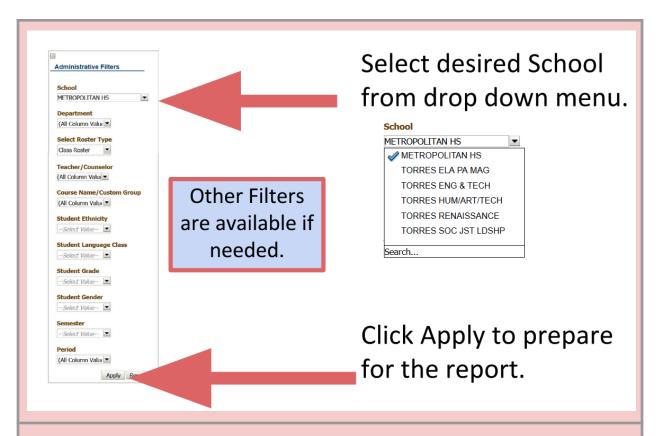
# **ADMINISTRATOR:** Steps to get student MyMail PIN from GetData.lausd.net





# 3) Select "Student Email / Account Roster"

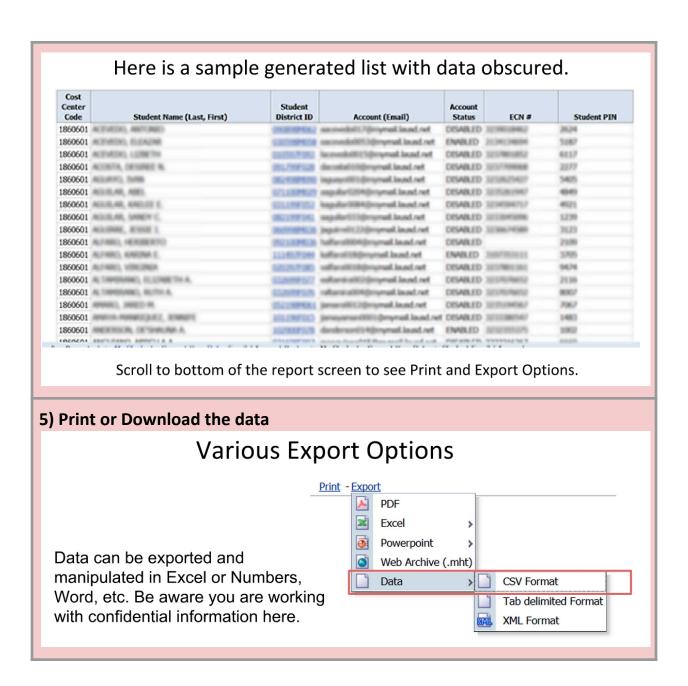
Student Email / Account Roster

This report provides a list of your current students along with each account (e-mail address), student ID, account status and emergency contact number (account reset #). The purpose of this report is to provide teachers with the information to give their students (if necessary) in order for them to self-activate their accounts (e-mail addresses) and reset their passwords.

Student Email / Account Roster

Click "Student Email/Account Roster" to generate the actual report shown in next slide.

4) Make sure the list includes email and Student PIN"



You can view, print, or download the roster. The Key information you need is: Student Name, Student ID, Account (email), Student PIN

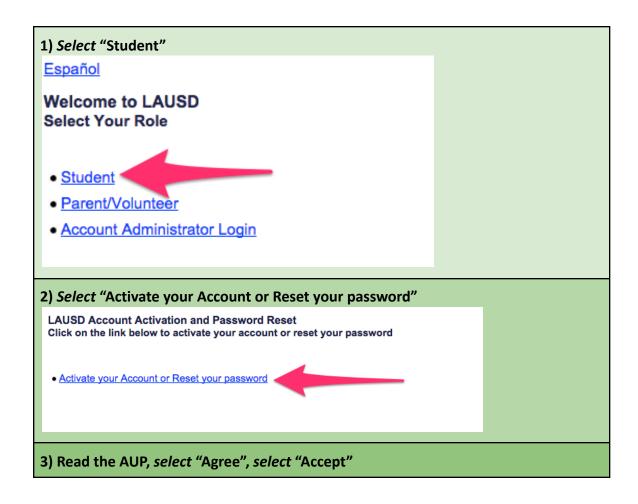
## **STUDENT:** Student Email Self-Service

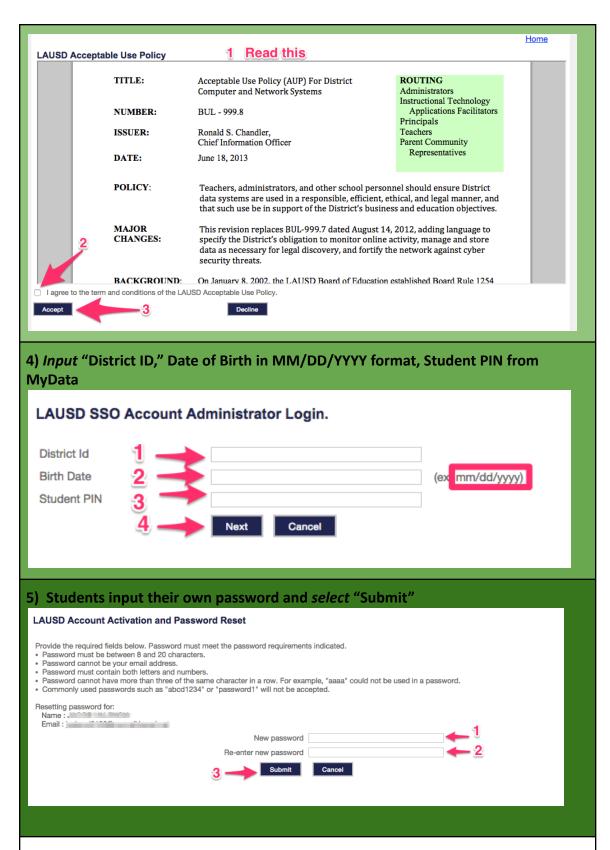
#### What students need:

(all three fields can be found in the "CCTP Reports" section of MyData)

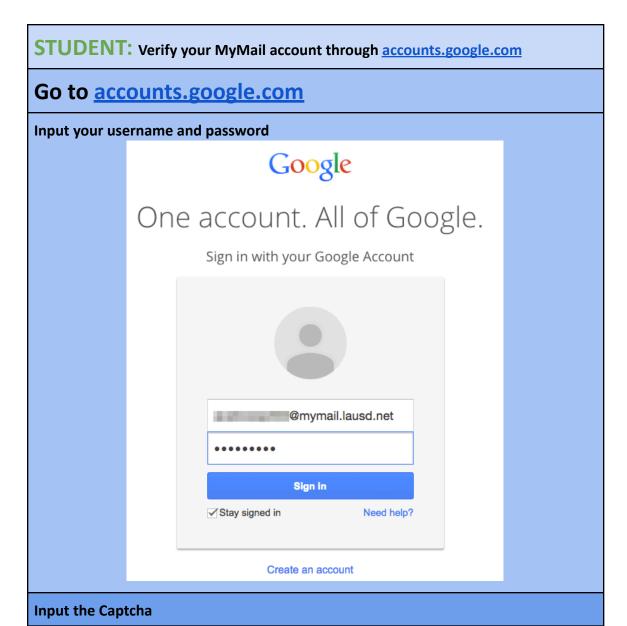
- 1) Student ID
- 2) Date of Birth
- 3) Student PIN

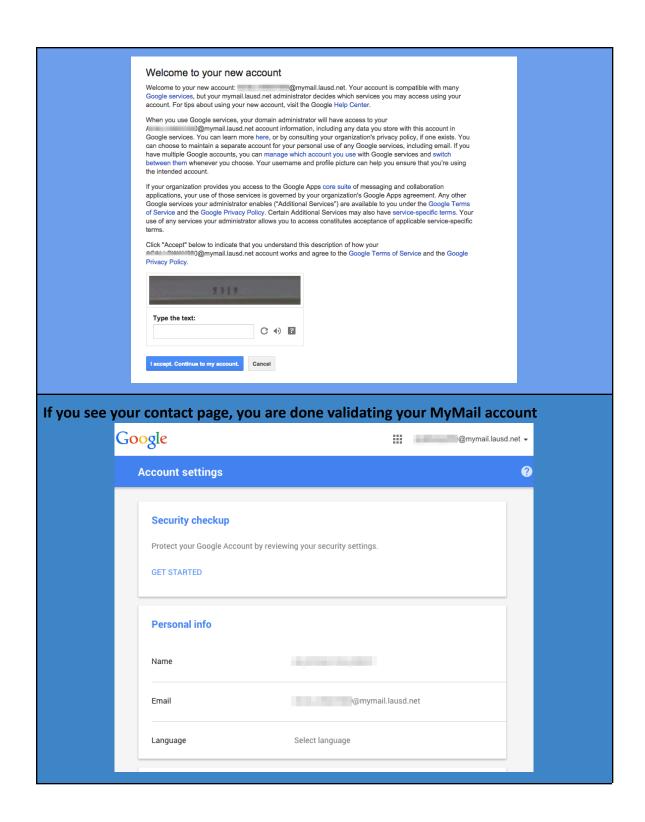
# Go to MyLogin.LAUSD.net





You're not done yet. Keep going...





Now you are done setting up and validating your SSO and password

## Log into your MyMail account through the Mail account

1. View the video section "Log into MyMail" http://www.lausd.net/cdg/CCTP/Personalization/start.html

# **Trouble Shooting**

### Solution:

- 1. If the password still doesn't work, have students login to <u>ol.lausd.net</u> portal and verify if their SSO is working.
  - If the password does NOT work at <u>ol.lausd.net</u>, its a LAUSD issue, and teachers must submit a ticket to <u>helpdesk</u> stating "the SSO did not work on ol.lausd.net".
  - 2. If the password works at ol.lausd.net, its a Google problem, lets get some more information before you continue.
    - Go to <u>accounts.google.com</u> and try to log-on, if you get a screen stating your account is "disabled", submit a ticket to <u>helpdesk</u> stating the SSO is "disabled" at Google.
    - 2. If you go to accounts.google.com and log-on successfully the student SSO is good at Google and there is an application issue. In this case try a different browser or a different computing device.