

Thank you for choosing Canadore College. Please take a moment to read through this document as an introduction to your account with Canadore. You can find your username and password, and instructions for logging into the network and your Live@Edu e-mail account below. We recommend checking your Live@Edu e-mail account regularly for communications from the college as **it will be the primary form of communication between the college and yourself**. After you register for your classes, your network account is created twenty-four hours later and will be ready for use. Your network account can be used to login to lab machines, and your Live@Edu e-mail account.

First Time On-Campus Login

1. On any lab computer, press CTRL-ALT-DELETE to bring up the login screen
2. Enter your username: *first initial.lastname@mycanadore.ca*
 - a. Example: John Smith would login as j.smith@mycanadore.ca
3. Enter your password: your birth date in *ddmmyy* format
4. You will be prompted to change your password. Enter your old password where indicated, then enter your new password twice

When you change your network password, your Live@Edu password will change as well. If you change your password on Live@Edu, your network password *will not* change.

Be sure to log out of the lab machine when you are finished working with it.

First Time Live@Edu Sign-In

1. Navigate to <http://mail.live.com>
2. Enter your Windows Live ID (same as your network username): *first initial.lastname@mycanadore.ca*
3. Enter your password: the default is your birth date in *ddmmyy* format
4. You will be asked to reset your password
5. You will then be asked to login again to verify your identity. Enter your new password and proceed.
6. Enter your password again, select a secret question and provide a secret answer. This is used to retrieve forgotten passwords
7. We recommend to provide an alternate e-mail address
8. Proceed with account setup by completing the form with personal profile information.
9. Review the agreement and click 'I Accept' to complete initial setup

Support

If you require any assistance with IT services please contact the Service Desk:

- In person in room D228 at the College Drive campus. Hours: Monday through Friday 8:00AM to 4:30PM
- By phone at 474-7600 extension 5800
- By e-mail at servicedesk@canadore.on.ca