

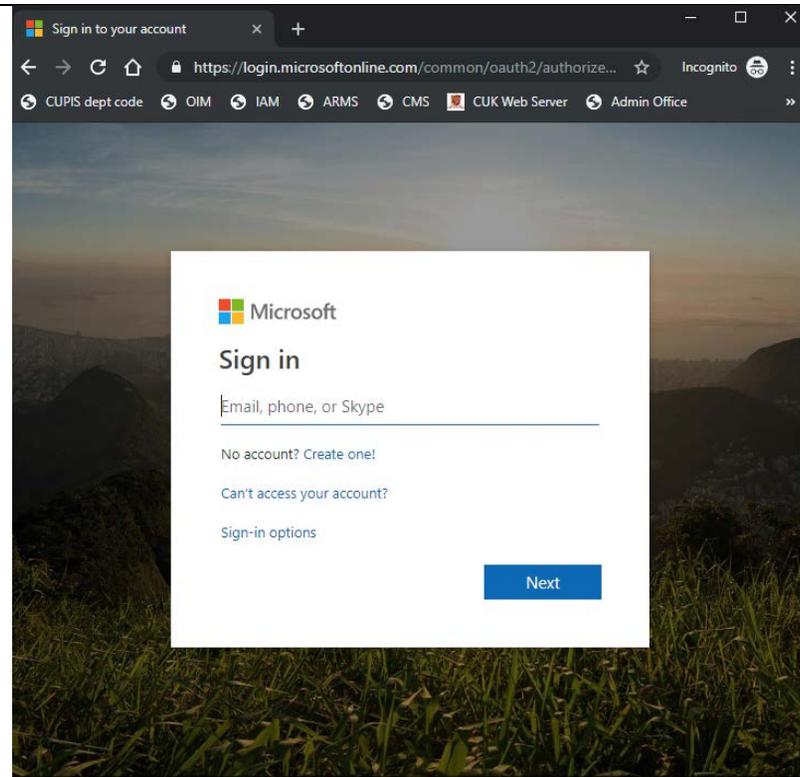
## First Time Login to Office 365 Mail (New Retiree Email Service)

*(This user guide suits all common internet browsers.)*

### Enquiries

- Phone: 39438845
- Web: <https://cai.itsc.cuhk.edu.hk/servicedesk/guest/>

1. Go to the login page:  
<https://portal.office.com>.



2. Type your retiree email address  
[xxx@e.cuhk.edu.hk](mailto:xxx@e.cuhk.edu.hk). Click **Next**.



## Sign in

No account? [Create one!](#)

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

[Sign-in options](#)

Next

3. Enter the password that ITSC sent to you.



← [redacted]@e.cuhk.edu.hk

## Enter password

Password

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[Forgot my password](#)

Sign in

4. You will be asked to update your password. Please enter the password that ITSC sent to you at “Current Password”; and the password you like twice at “New Password” and “Confirm password”.

Once finished, click **Sign in**.



██████████@e.cuhk.edu.hk

## Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

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New password

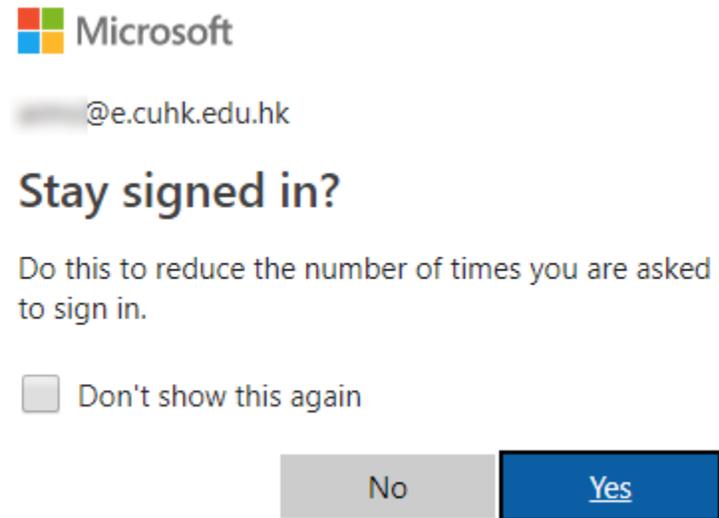
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Confirm password

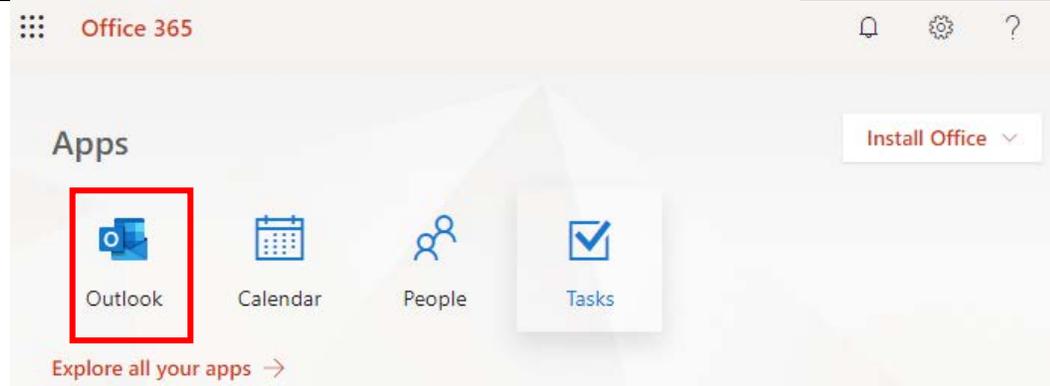
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Sign in

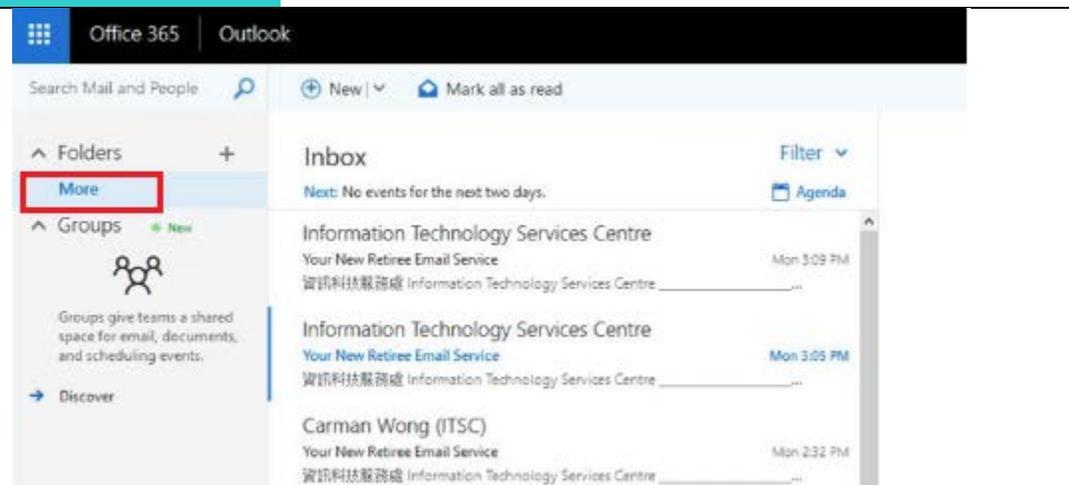
5. You will be asked if you would like stay signed in. Click **Yes** if you don't want to enter the password time to time.



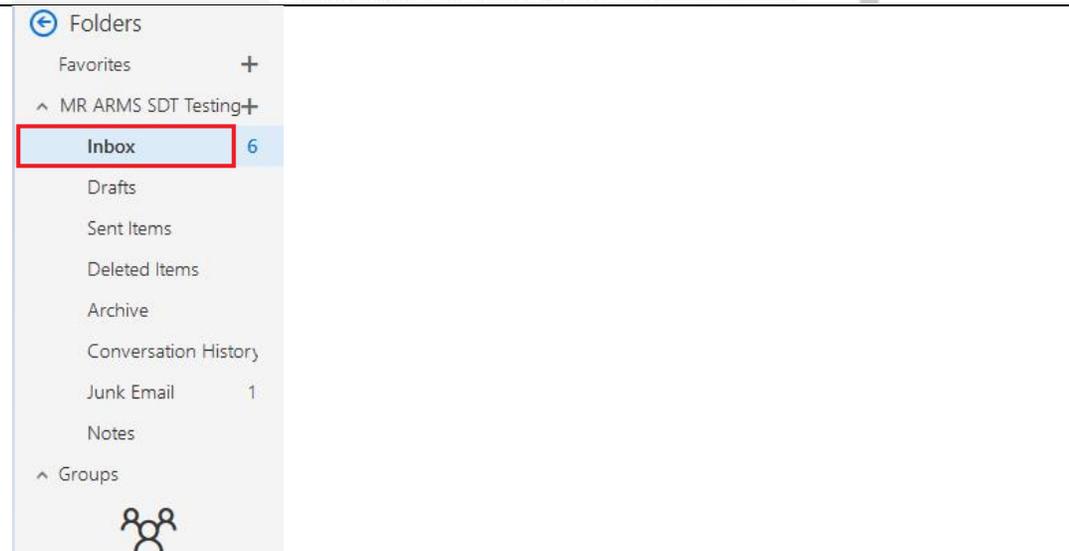
6. You are now in the Office 365 portal. Click **Outlook** to check emails.



7. On left hand side, click **More** under Folders.



8. You can check the email after click **Inbox**



**Prepared by:** User Support Services, Information Technology Services Centre

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