

Dear CCNY Community,

As of January 20, 2021, the IMAP and POP3 will no longer be supported protocols by the Office of Information Technology for accessing your Citymail.cuny.edu email in the Office 365 platform. This is with the purpose of enabling a more secure connectivity to your Citymail email account.

These protocols are obsolete and not common but if you experience issues sending or receiving emails after this date please follow these instructions to reconfigure your device(s): https://citymail.ccny.cuny.edu/pdf/Citymail_Mobile_Device.pdf.

If you are still having issue after reconfiguring your devices please contact our Service Desk at (212) 650-7878 or via email at ServiceDesk@ccny.cuny.edu.

Thank you for your understanding

