

### **Contacting Technology Helpdesk:**

Email: [ItHelpdesk@casdschools.org](mailto:ItHelpdesk@casdschools.org)

Contact us from your CASD student email and enter your name, assigned school and as much information as possible about the issue you need help with. You should receive an email back from the Helpdesk within 24 hours.

### **Accessing Outlook/Student Emails**

1. Go to [www.outlook.com](http://www.outlook.com) and click Sign in
2. Sign in with "[Studentid](mailto:Studentid@casdschools.org)"@casdschools.org (ex. 1000000@casdschools.org) and the same password you use to log into your Chromebook.
3. You may run into it asking you to sign in twice. This is normal.

### **How to Change Your Password**

1. Once you complete the steps above. In Outlook, go to the top right corner and click where your initials in a circle are. A drop-down menu will appear and click "My Account".
2. On the left-hand side, you will see the option "Security & privacy", please click on this.
3. In the top middle of the page you will see "Password-Change your password". This is where you will be able to change your password. You will need to know your old password.