I Forgot My CUNYfirst Password
This procedure describes how a user retrieves their forgotten password for the CUNYfirst Portal using the Identity Management System (IMS).

Note: Parts of images may be obscured for security reasons.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Enter the CUNYfirst URL <a href="https://home.cunyfirst.cuny.edu">https://home.cunyfirst.cuny.edu</a> in your browser’s address bar to access the CUNYfirst Portal Login page.</td>
</tr>
<tr>
<td>2.</td>
<td>Click the <strong>Forgot your password?</strong> link.</td>
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<tr>
<td>3.</td>
<td>On the <strong>Forgot Password</strong> page, enter the correct value for either the <strong>User ID</strong> or <strong>CUNY ID</strong> fields.</td>
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</table>
|      | **Note:**  
|      | • **User ID** is your CUNYfirst Username e.g. John.Smith27.  
|      | • **CUNY ID** is your unique eight digit Identification number e.g. 23008527. |
| 4.   | Click the **OK** button. |
| 5.   | On the **Answer To Challenge Questions** page, on the right questions are displayed.  
|      | To the left of a question enter your answer. |

**Answer To Challenge Questions**

Please answer the following questions to reset your password.

- **What is the name of your pet?***:
- **What is your maternal grandmother’s first name?***:
- **What is the city of your birth?***:

*Denotes required field
6. Click the OK button.

   **Note:** Once submitted, the process may take a couple minutes.

7. On the Choose New Password page, enter the identical values for the Password and Confirm Password fields.

   On the Choose a Password page, enter and confirm your password.

   **Note:** The two entries must match or the user will have to re-enter both fields.

   **Note:** CUNY Password Policy when choosing a password:
   - 8 or more characters
   - 1 or more uppercase letters
   - 1 or more numeric or special characters

   **Note:** CUNY Password Reset Policy
   - No change for 5 days after last password change
   - Not one of 4 previous passwords
   - Expires 90 days after the last password change
   - An email notification will be sent to users whose password is going to expire in the next 7 days
   - Within the 7 days prior to the expiration of the current password, a screen displays for the user to change their password
   - At 90 plus days, CUNYfirst will require the user to change their password

8. Click the OK button.

   **Note:** Once submitted, the process may take a couple minutes.

9. When the process is completed, then the following confirmation message appears.

10. To login to CUNYfirst, click the Return to Log-in Page link.
| End of procedure. |