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><strong>Forgot your password?</strong> Click the Forgot your password? link.</td>
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</tbody>
</table>
| 3.   | **Forgot Password**

Please provide the required information in the following fields to change your password:

- **User ID:**
- **CUNY ID:**

**OR**

- **CUNY ID:**

**OK**

On the Forgot Password page, enter the correct value for either the User ID or CUNY ID fields.

**Note:**
- **User ID** is your CUNYfirst Username, e.g. FirstName.LastName##.
- **CUNY ID** is your unique eight digit identification number, e.g. 12345678.

| 4.   | Click the OK button. |
| 5.   | **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?*

**OK**

*Denotes required field

On the Answer To Challenge Questions page three of your five Challenge Questions display. Enter your answers to the left of the displayed questions.

| 6.   | Click the OK button. |
7. On the Choose New Password page, enter identical values for the Password and Confirm Password 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
- Reminder sent 85 days after last password change
- Expires 90 days after the last password change

8. Click the OK button.

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

9. When the process is completed, then the Your Password Has Been Changed Successfully confirmation message appears.

10. To login to CUNYfirst, click the Return to Log-in Page link.

End of procedure.