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>
</tr>
</tbody>
</table>
| 3.   | 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. John.Smith27.*  
- *CUNY ID is your unique eight digit Identification number e.g. 23008527.* |
| 4.   | Click the **OK** button.  
**Note:** *Once submitted, the process may take a couple minutes.* |
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?*: 

OK

*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.

**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

```
Choose New Password
Choose a new password below. For password policy details please click here

Password*: 66666666

Confirm Password*: 66666666

OK

*Denotes required field
```

8. Click the **OK** button.

**Note:** Once submitted, the process may take a couple minutes.
<p>| | |</p>
<table>
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<tbody>
<tr>
<td>9.</td>
<td>When the process is completed, then the following confirmation message appears.</td>
</tr>
<tr>
<td></td>
<td><strong>Your Password Has Been Changed Successfully!</strong></td>
</tr>
<tr>
<td></td>
<td>Your username is: <strong>Name</strong></td>
</tr>
<tr>
<td></td>
<td>Your CUNY ID is: <strong>########</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Return to Log-in Page</strong></td>
</tr>
<tr>
<td>10.</td>
<td>To login to CUNYfirst, click the Return to Log-in Page link.</td>
</tr>
<tr>
<td></td>
<td><strong>End of procedure.</strong></td>
</tr>
</tbody>
</table>