

CUNYfirst Managing Your Account: Resetting Forgotten Password Guide



Step	Action
1.	Enter https://home.cunyfirst.cuny.edu in your browser's address bar.
2.	Click on Forgot your password? link.
3.	<p>Enter your User ID (CUNYfirst username) or EMPLID.</p> <p>Note: Your User ID (CUNYfirst username) is typical in the following format first name dot your last name followed by the last 2 digits of your EMPLID. example john.Doe81</p> <p>Click OK to proceed to the next step.</p> <div data-bbox="509 567 1062 779"> <p style="text-align: center;">Forgot Password</p> <p>Please provide the required information in the following fields to change your password.</p> <p>User ID: <input type="text"/></p> <p style="text-align: center;">OR</p> <p>Empl ID: <input type="text"/></p> <p style="text-align: center;"><input type="button" value="OK"/></p> </div>
4.	<p>Answer the following challenge questions. Answers are not case sensitive.</p> <p>Click OK to proceed to the next step.</p> <div data-bbox="509 877 1081 1115"> <p style="text-align: center;">Answer To Challenge Questions</p> <p>Please answer the following questions to reset your password.</p> <p>What is your favorite book?*: <input type="text"/></p> <p>What is your favorite food?*: <input type="text"/></p> <p>What is the name of your pet?*: <input type="text"/></p> <p style="text-align: center;"><input type="button" value="OK"/></p> <p style="text-align: center;">*Denotes required field</p> </div>
5.	<p>Enter your selected password twice.</p> <p>Note: It's recommended to make a note of your password and keep it in a secure location. Your Password will expire every 90 days and you will be prompted to change your password. You can click on the click here link to view the CUNYfirst password policy requirements.</p> <p>Click the OK button once; it may take a few minutes to process your password reset.</p> <div data-bbox="375 1432 1427 1948"> <div data-bbox="375 1432 1166 1801"> <p style="text-align: center;">Choose New Password</p> <p>Choose a new password below. For password policy details please click here</p> <p>Password*: <input type="password"/></p> <p>Confirm Password*: <input type="password"/></p> <p style="text-align: center;"><input type="button" value="OK"/></p> <p style="text-align: center;">*Denotes required field</p> </div> <div data-bbox="862 1570 1427 1948"> <ul style="list-style-type: none"> ■ Password must be at least 8 characters long. ■ Password must contain at least 1 uppercase letters. ■ Your password must have at least one numeric character OR one special character. ■ Password must not be one of 4 previous passwords. </div> </div>

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6. You have successfully reset your CUNYfirst password. If you haven't done so already, please make a note of your username and EMPLID. It is recommended that you print this confirmation screen.

Password reset succeeded

Your username is: Matt.Fox81

Your EMPLID is: 00256481