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.  
*Denotes required field* |
6. Click the **OK** button.

   _Note: Once submitted, the process may take a couple minutes._

7. **Choose New Password**

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

   
<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password*</td>
<td>*</td>
</tr>
<tr>
<td>Confirm Password*</td>
<td>*</td>
</tr>
</tbody>
</table>

   *Denotes required field

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

   _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. **Your Password Has Been Changed Successfully!**

   ![Password Changed](image)

   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.**