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>
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<th>Step</th>
<th>Action</th>
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<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>
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</tbody>
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| 2.   | ![Sign In Form](image)  
|      | Click the **Forgot your password?** link. |
| 3.   | ![Forgot Password Form](image)  
|      | 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 button]

   *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. **Choose New Password**

   Choose a new password below. For password policy details please [click here](#).

   - **Password**: ********
   - **Confirm Password**: ********

   ![OK button]

   *Denotes required field

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.
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| 9. | **Your Password Has Been Changed Successfully!**  
Your username is: [FirstName.LastName]  
Your CUNY ID is: [####]  

**Return to Log-in Page**  
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.** |