




## 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.

Step	Action
1.	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.
2.	 <p>Click the <b>Forgot your password?</b> link.</p>
3.	 <p>On the <b>Forgot Password</b> page, enter the correct value for either the <b>User ID</b> or <b>CUNY ID</b> fields.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• <b>User ID is your CUNYfirst Username, e.g. FirstName.LastName##.</b></li> <li>• <b>CUNY ID is your unique eight digit identification number, e.g. 12345678.</b></li> </ul>
4.	Click the <b>OK</b> button.
5.	 <p>On the <b>Answer To Challenge Questions</b> page three of your five Challenge Questions display. Enter your answers to the left of the displayed questions.</p>
6.	Click the <b>OK</b> button.

<p>7.</p>	<div data-bbox="396 241 1325 638" style="border: 1px solid black; padding: 10px; text-align: center;"> <h3 style="color: #4F81BD;">Choose New Password</h3> <p>Choose a new password below. For password policy details please <a href="#">click here</a></p> <p> <span style="margin-right: 10px;">Password*:</span> <input style="width: 150px; height: 20px;" type="password"/> </p> <p> <span style="margin-right: 10px;">Confirm Password*:</span> <input style="width: 150px; height: 20px;" type="password"/> </p> <p style="margin: 10px 0;"><span style="border: 2px solid red; padding: 2px 10px;">OK</span></p> <p style="color: #4F81BD; font-size: small;">*Denotes required field</p> </div> <p>On the <b>Choose New Password</b> page, enter identical values for the <b>Password</b> and <b>Confirm Password</b> fields.</p> <p><b>Note: CUNY Password Policy when choosing a password</b></p> <ul style="list-style-type: none"> <li>• <b>8 or more characters</b></li> <li>• <b>1 or more uppercase letters</b></li> <li>• <b>1 or more numeric or special characters</b></li> <li>• <b>Password must not be longer than 13 characters</b></li> </ul> <p><b>Note: CUNY Password Reset Policy</b></p> <ul style="list-style-type: none"> <li>• <b>Password must not be one of 4 previous passwords.</b></li> <li>• <b>Expires 180 days after the last password change.</b></li> <li>• <b>Password change reminder will be sent 175 days after the last password change.</b></li> <li>• <b>At 180 plus days, CUNYfirst will require the user to change their password.</b></li> </ul>
<p>8.</p>	<p>Click the <b>OK</b> button.</p> <p><b>Note: Once submitted, the process may take a couple minutes.</b></p>
<p>9.</p>	<div data-bbox="396 1283 1104 1583" style="border: 1px solid black; padding: 10px; text-align: center;"> <h3 style="color: #4F81BD;">Your Password Has Been Changed Successfully!</h3> <p>Your username is: <span style="background-color: #d3d3d3; padding: 2px 10px;">FirstName.LastName##</span></p> <p>Your CUNY ID is: <span style="background-color: #d3d3d3; padding: 2px 10px;">#####</span></p> <p style="color: #8B0000; font-weight: bold; margin-top: 20px;"><a href="#">Return to Log-in Page</a></p> </div> <p>When the process is completed, then the Your Password Has Been Changed Successfully confirmation message appears.</p>
<p>10.</p>	<p>To login to CUNYfirst, click the <b>Return to Log-in Page</b> link.</p>
<p><b>End of procedure.</b></p>	