Use this procedure to reset your CUNY Login password.

Clicking the Forgot Password link on the CUNY Login page will start the process of resetting your CUNY Login password. **Note:** You can also click Forgot Your Password on the Account Self-Service page at managelogin.cuny.edu

1. Click the **Forgot Password** link

On the Change Forgotten Password page, you can enter your complete CUNY Login username – firstname.lastname##@login.cuny.edu or your eight-digit CUNYEMPLID and proceed to the next step by clicking the **Continue** button.

1. Enter your **CUNY Login username** or your eight-digit **EMPLID**
2. Click **Continue**

**Note:** Do not enter both your CUNY Login username and **EMPLID**.
On the Answer Security Questions page, two of your five security challenge questions display. Enter the answers you created during the CUNY Login account activation process. **Note: The responses are not case sensitive.**

1. Enter correct responses**
2. Click Continue

**If you are unable to recall your answers to the security questions, please navigate to the Unable to remember Answer to Security Questions section, in this document, for additional instructions.

On the Create a Password page, enter and confirm a new CUNY Login password. You can click the View CUNY Login Password Policy link to display the full list of password creation parameters.

**Note: Password creation process may take up to two minutes to complete.**

1. Enter New Password
2. Confirm Password
3. Click Continue
When the process is done, the 'Your Password Has Been Changed Successfully' message will appear and a confirmation email will be sent to your account management email address.

Unable to Remember Answers to Security Questions

In the event you are unable to recall answers to security challenge questions, instructions for resetting your password will be sent to your account management email address.

1. Click the I am unable to remember my answers link
I forgot my CUNY Login Password

A message will appear stating that an email has been sent to your account management email address with instructions to change your password.

To view the validation link, locate and open the email titled, ‘CUNY Login Account Management: ...’and click the link inside the email. **Note: Be sure to check your Spam/Junk mail folders if you cannot find the email.**

1. Navigate to your Inbox
2. Open email ‘CUNY Login Account Management: ...’
3. Click the link

You are receiving this email because you were unable to correctly answer your security questions when requesting
Click on the following one-time link, or copy and paste in a web browser, within the next 2 hours to change your CUNY Login password

https://managelogin.cuny.edu/OMS/selfService/resetPassword?loginId=STUDIOS.STUDENT11&tokenkey=6748171

If you received this email in error
Please delete this email if you were not attempting to change your CUNY Login password and have received this email.
If you did not respond within 2 hours
Click Forgot Password on the CUNY Login page to restart your password change.
For more information on managing your CUNY Login account
See the Account Activation Instructions on www.cuny.edu.
If you need help
See the List of Campus Help Desks for your college's help desk contact information.
Do not reply to this message. It is an automated notification, and replies to it will be sent to an unmonitored mail.
On the Create a Password page, enter and confirm a new CUNY Login password. You can click the View CUNY Login Password Policy link to display the full list of password creation parameters.

**Note:** Password creation process may take up to two minutes to complete.

1. Enter **New Password**
2. Confirm **Password**
3. Click **Continue**

When the process is done, the *Your Password Has Been Changed Successfully!* message will appear and a confirmation email will be sent to your account management email address.

**End of Procedure**