Forgot Your Password Guide

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Step	Action
1.	**Enter** https://home.cunyfirst.cuny.edu in your browser's address bar. (*Note: Internet Explorer is the recommended browser for CUNYfirst.)*
2.	Click on "Forgot your password?" link. Forgot Your Password? | Change Password | First Time Users *Note: If you forgot your User ID and your Empl ID, then try to proceed as a "First Time User." This will not create a new account, but will simply replace your previous account.* *If you forgot your User ID and your Empl ID, and have tried to proceed as a "First Time User" but still can't log into your account, **faculty/staff**: contact the Faculty and Staff Help Desk at 212-772-4357; **students**: contact the Student Help Desk at 212-650-3624.* *All usernames in CUNYfirst follow this pattern: Firstname.LastnameXX, where XX are the last two digits of your Empl ID, i.e. Jane.Smith24.*
3.	Enter your User ID or your Empl ID and then click OK. **Forgot Password** Please provide the required information in the following fields to change your password. User ID: [ ] OR Empl ID: [ ] OK
4.	For security purposes, you must answer 3 of the 5 Challenge Questions you set up when you claimed your account. **Answer To Challenge Questions** Please answer the following questions to reset your password. What is your mother's maiden name?*: [ ] What is your father's middle name?*: [ ] What is your favorite color?*: [ ] OK *Denotes required field
5.	Once you have successfully completed the security questions, type in your new password, enter it again to confirm and then click OK. *Be sure to follow the guidelines for a password.*

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Choose New Password

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

Password*: [   ]

Confirm Password*: [   ]

OK

*Denotes required field

Password Must Be:
- At least 8 characters long and at most 12 characters long
- Contain at least 1 uppercase letter
- Have at least one numeric character (1,2,3,etc) or special character (&, %, !)

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Once you've successfully changed your password, you will see the following screen:

Your Password Has Been Changed Successfully!

Your username is: Jane Smith24

Your EMPLID is: 12658974

Click here to return home

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If you weren't able to change your password, be sure to completely close your browser window(s) and try to change the password one more time.

If you've tried the steps listed above and still can't log into your CUNYfirst account, **faculty/staff:** contact the Faculty and Staff Help Desk at 212-772-4357**; students**: contact the Student Help Desk at 212-650-3624.

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