

# Forgot your Blackboard (Portal ID) Username and Password?

If you do not know your CUNY Portal ID or your password (or both), the following instructions will guide you in obtaining or resetting that information.

1. Go to the CUNY Portal at <http://www.cuny.edu> and click on the **Portal Log-in/Blackboard/eSIMS** link.



The screenshot shows the CUNY website homepage. The CUNY logo is in the top left. Navigation links include 'Find It', 'College Websites', 'Text Version', and 'Browse Aloud'. A secondary navigation bar includes 'Future Students', 'Current Students', 'Faculty/Staff', and 'Alumni'. A main navigation bar contains 'ABOUT', 'ACADEMICS', 'ADMISSIONS', 'RESEARCH', 'NEWS/EVENTS', 'LIBRARIES', and 'EMPLOYMENT'. A search bar and 'PORTAL LOG-IN' link are on the right. A 'WELCOME TO CUNY' section is highlighted with a red box, and a red arrow points to the 'Portal Log-in/Blackboard/eSIMS' link. Below this is a list of services: Financial Aid, Macaulay Honors College, Continuing & Professional Education, Trustees, Administration, Giving to CUNY Colleges, CUNY TV / Radio / Channel, and Find People (phone/emails). A banner for 'More CUNY Award Winners Than Ever!' is visible, along with a pagination control and an 'EXPLORE/Student stand-outs' link.

2. Click the **Account and Password Reset** link.

## PORTAL LOG-IN

**Existing Portal Users:** If you are a prior portal user, please **do not** re-register to use the Citizen CUNY portal. All users, however, will need to recreate any bookmarks/favorites on the new MyPage.

[Register for a New Account >>](#)

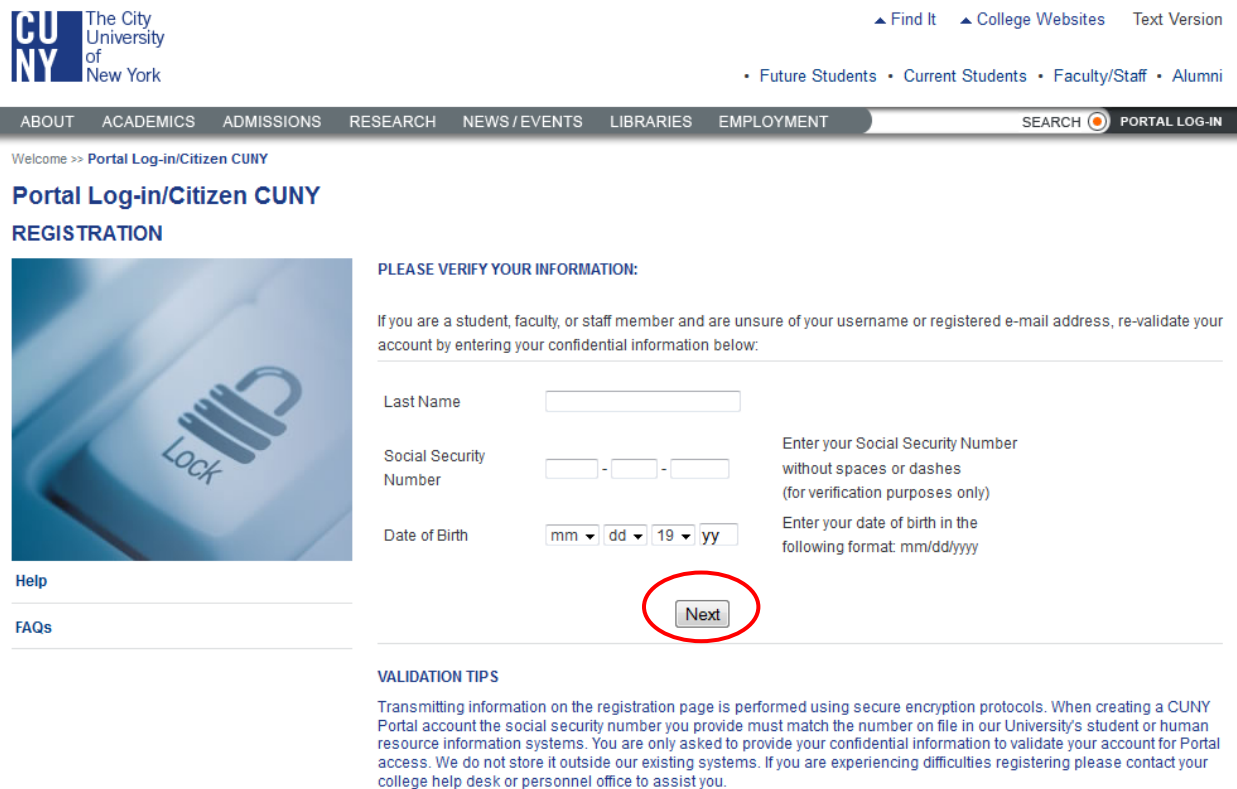
[Account and Password Reset >>](#)

[E-mail a New Password >>](#)



The screenshot shows the CUNY Portal Log-In page. It features a login form with fields for 'Username:' and 'Password:', and a 'Log-In' button. To the right is a banner for 'CITIZEN CUNY' with a star logo. The 'Account and Password Reset >>' link from the previous step is highlighted with a red box.

3. The following page will ask for your last name, your Social Security number, and your birth date to verify your information. Fill out the blanks and click on the **Next** button.



**CUNY** The City University of New York


Find It College Websites Text Version

Future Students Current Students Faculty/Staff Alumni

ABOUT ACADEMICS ADMISSIONS RESEARCH NEWS / EVENTS LIBRARIES EMPLOYMENT SEARCH PORTAL LOG-IN

Welcome >> Portal Log-in/Citizen CUNY

### Portal Log-in/Citizen CUNY REGISTRATION



**PLEASE VERIFY YOUR INFORMATION:**

If you are a student, faculty, or staff member and are unsure of your username or registered e-mail address, re-validate your account by entering your confidential information below:

Last Name

Social Security Number  -  -  Enter your Social Security Number without spaces or dashes (for verification purposes only)

Date of Birth  mm  dd 19  yy Enter your date of birth in the following format: mm/dd/yyyy

**Next**

**VALIDATION TIPS**

Transmitting information on the registration page is performed using secure encryption protocols. When creating a CUNY Portal account the social security number you provide must match the number on file in our University's student or human resource information systems. You are only asked to provide your confidential information to validate your account for Portal access. We do not store it outside our existing systems. If you are experiencing difficulties registering please contact your college help desk or personnel office to assist you.

[Help](#)

[FAQs](#)

4. On the following page, click the **Confirm** button to verify your information:



### Portal Log-in/Citizen CUNY REGISTRATION



**PLEASE VERIFY YOUR INFORMATION:**

Last Name: portal

Social Security Number: xxx-xx-1234

Date of Birth: 01/01/01

**Confirm** **Cancel**

[Help](#)

[FAQs](#)

5. On the following page, your Portal ID will be displayed and there will be two boxes. To reset your password, please enter your new password twice on each box and then click on **Save**.

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Welcome >> [Portal Log-in/Citizen CUNY](#)

## Portal Log-in/Citizen CUNY

### PASSWORD RESET



Your username is: **portalcuny**

Please choose a new password below:

New Password:

Confirm New Password:

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[Help](#)

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[FAQs](#)

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Your new password will be immediately useable; you can go back to the Portal Log-in Page and log in with your Portal ID and password.

If you have any further problems, please contact the Student Helpdesk at [studenthelpdesk@hunter.cuny.edu](mailto:studenthelpdesk@hunter.cuny.edu) or Faculty Helpdesk at [helpdesk@hunter.cuny.edu](mailto:helpdesk@hunter.cuny.edu).