

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** link.



2. Click the **Forgot your Username or Password?** link.



3. Click [here](#) under **Account & Password Reset**. After you click on “here” you will be prompted to validate your identity by providing your social security number and date of birth. (see step #4)

Account & Password Reset

If you are a Student, Faculty, or Staff member and are unsure of your username or registered e-mail address click [here](#) to re-validate your account using your confidential information.

e-Mail a new Password

If you are sure of your username and registered e-mail address click [here](#) and a new password will be sent via e-mail.

Important Note: We encourage our users to change the password online directly instead of requesting that a new password be mailed via email.

4. Put in the user validation information requested, and click **Next**.

User Validation

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.

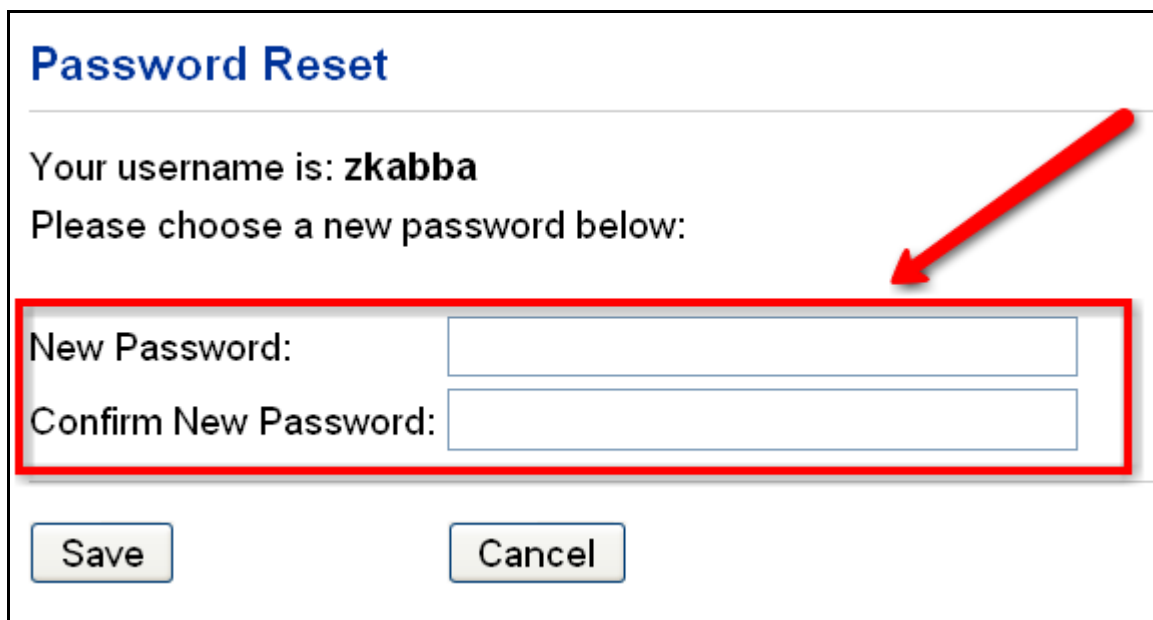
Last Name:

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

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

5. On the following page, you will be asked to confirm your information. Click **Confirm** if it is correct.

6. On the following page, your Portal ID (username) will be displayed, and there will be two boxes if you need to reset your password. If you need to reset your password, type the same new password into each box, and click **Save**.



Password Reset

Your username is: **zkabba**

Please choose a new password below:

New Password:

Confirm New Password:

7. 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 or Faculty Helpdesk at helpdesk@hunter.cuny.edu.