

# 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.



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.

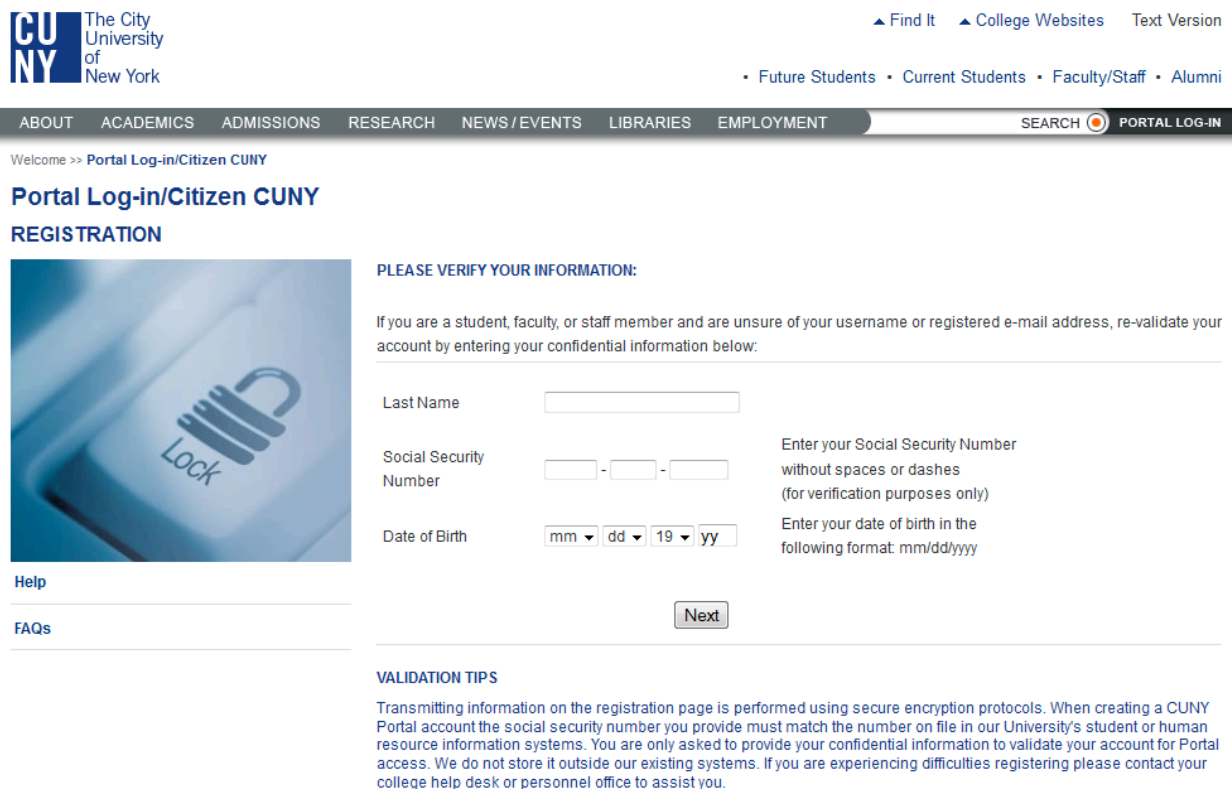
[Register for a New Account >>](#)

[Account and Password Reset >>](#)

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

A screenshot of the CUNY portal login form. The 'Account and Password Reset >>' link is highlighted with a red box. The form includes fields for 'Username:' and 'Password:', a 'Log-In' button, and a 'CITIZEN CUNY' logo. The background of the form features a photo of two men looking at a computer screen.

- 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

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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

**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](#)

- 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

[Help](#)

[FAQs](#)

- 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**.

## Portal Log-in/Citizen CUNY

### PASSWORD RESET



[Help](#)

[FAQs](#)

Your username is: **portalcuny**

Please choose a new password below:

New Password:

Confirm New Password:

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 further questions or need assistance, please email [bb@hunter.cuny.edu](mailto:bb@hunter.cuny.edu) or contact the [Technology Resource Center](#) (Thomas Hunter 402) at 212-772-4357.