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](http://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 CUNY EMPLID 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
I forgot my CUNY Login Password

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