

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

1. Click the Forgot Password link

On the Change Forgotten
Password page, you can enter
your complete CUNY Login
username –
firstname.lastname##@login.cu
ny.edu <u>or</u> your eight-digit CUNY
EMPLID and proceed to the next
step by clicking the <b>Continue</b>
button.

- Enter your CUNY Login username or your eight-digit EMPLID
- 2. Click Continue

Note: Do not enter both your CUNY Login username and EMPLID.

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CUNY Login password.		1 0 0 3
	CU	NY Login password.

# CUNY Login Studious.Student11@login.cuny.edu Or EMPLID

Continue

## I forgot my CUNY Login Password



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

Security Questions
Answer the security questions that follow as the next step in changing your password.

Change Forgotten Password - Answer

Please note: - Answers are not case sensitive - You must answer 2 questions correctly to change your password

All fields are required.

#### Who was you first crush?

In what city was your mother born?

Gotham



am unable to remember my answers.





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

Your Password Has Been Changed Successfully!

A confirmation email has been sent to your email address

Your CUNY Login is: Studious.Student11@login.cuny.edu

Your EMPLID is: 44332211

Return to Account Self-Service





A message will appear stating that an email has been sent to your account management email address with instructions to change your password. Change Forgotten Password - Answer Security Questions Unsuccessful

You have exceeded the number of attempts to answer 2 security questions correctly or were unable to remember your answers.

An email has been sent to your account management email address that follows with instructions to change your password.

Your Email Address Studious.stu\*\*\*@campus.cuny .edu

Return to Account Self-Service

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
- Open email 'CUNY Login Account Management: ...'
- 3. Click the link

You are receiving this email because you were unable to correctly answer your security questions	when requesting
Click on the following one-time link, or copy and paste in a web browser, within the next 2 hours	to change your C
https://managelogin.cuny.edu/OIMSelfService/resetPassword?loginID= STUDIOUS.STUDENT11&to	kenKey=6748171
7	
If you received this email in error	•
Please delete this email if you were not attempting to change your CUNY Login password and hav	e received this e
If you did not respond within 2 hours	
Click Forgot Password on the CUNY Login page to restart your password change.	•
For more information on managing your CUNY Login account	
See the Account Activation instructions on www.cuny.edu.	•
If you need help	•
See the List of Compute Holp Darks for your college's holp dark contact information	

See the <u>List of Campus Help Desks</u> for your college's help desk contact information. Do not reply to this message. It is an automated notification, and replies to it will be sent to an unmonitored mailb



On the Create a Password page, enter and confirm a new CUNY Login password. You can click the View CUNY

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Note: Password creation process may take up to two minutes to complete.

- 1. Enter New Password
- 2. Confirm Password
- 3. Click Continue

Create a Password	
Enter and confirm a CUN password in the fields tha View CUNY Login Password	at follow.
All fields are required.	
Enter Password	Must Contain At least 8 characters 1 number or symbol 1 uppercase letter 1 lowercase letter
Confirm Password	
••••••	

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.

Your	Password	Has	Been	Changed		
Successfully!						

A confirmation email has been sent to your email address

Your CUNY Login is: Studious.Student11@login.cuny.edu

Your EMPLID is: 44332211

Return to Account Self-Service

## **End of Procedure**