Kingsborough Community College
ReACT Self-Serve Password Reset System

The ReACT system allows you to change your password, reset your locked account, and set up personal challenge questions for your college email. You must go through the initial setup of your Challenge Questions before it will allow you to reset your password. If you do not have access to this information, stop now and contact the help desk at (718)368-4840 or HelpDesk@kbcc.cuny.edu to have your password reset for you.

To proceed, go to: ReACT SelfServe Portal

Under the heading of "Password Reset", click on "Go to Reset Tool"
Under Login, enter your ReAct User ID (Your KB ID or first initial + lastname) and click "Continue"
Then under Confirm ReAct ID, select “Authenticate with Active Directory” and click “Continue”.
Input KB User name (Usually your First initial + Last name) and Password then click “Continue”
If this is your first time, the system will require you to setup three challenge questions. You must enter each answer twice in the provided boxes, once in "Answer #1" and again in "Retype #1". Select the question from the drop down menu and enter your unique response in both boxes provided. Your responses will be masked so that other users cannot read them while you are entering them. Click "Continue" when you are ready to proceed.
After you have completed the one-time Challenge Question setup, you will be asked to set an alternate email address. This is optional and you may skip this step. To continue on, click on “Continue” if you have added an alternate email address or “Skip” to skip this step.
Next you will be asked to set phone number. This is optional and you may skip this step. To continue on, click on “Continue” if you added a phone number or “Skip” to skip this step.
Now you may proceed, to the actual password reset feature. Enter a password that follows the password rules and retype to confirm in the “Confirm Password” box. Then click on the “Reset” button to reset your password. Congratulations, you have finished resetting your password. After you have completed this process, you can just close down the ReAct window by clicking on the “X” to close the window.