I Forgot My CUNYfirst Password
This procedure describes how a user retrieves their forgotten password for the CUNYfirst Portal using the Identity Management System (IMS).

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Enter the CUNYfirst URL <a href="https://home.cunyfirst.cuny.edu">https://home.cunyfirst.cuny.edu</a> in your browser’s address bar to access the CUNYfirst Portal Login page.</td>
</tr>
<tr>
<td>2.</td>
<td>Click the <strong>Forgot your password?</strong> link.</td>
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</tbody>
</table>
| 3.   | On the **Forgot Password** page, enter the correct value for either the User ID or CUNY ID fields.  
**Note:**  
- User ID is your CUNYfirst Username e.g. John.Smith27.  
- CUNY ID is your unique eight digit Identification number e.g. 23008527. |
| 4.   | Click the **OK** button.  
**Note:** Once submitted, the process may take a couple minutes. |
| 5.   | On the **Answer To Challenge Questions** page, on the right questions are displayed. To the left of a question enter your answer. |

**Answer To Challenge Questions**
Please answer the following questions to reset your password.

- What is the name of your pet*:  
- What is your maternal grandmother’s first name*:  
- What is the city of your birth*:  

**OK**

*Denotes required field
6. Click the OK button.

*Note: Once submitted, the process may take a couple minutes.*

7. On the Choose New Password page, enter the identical values for the Password and Confirm Password fields.

*Note: CUNY Password Policy when choosing a password:*
- 8 or more characters
- 1 or more uppercase letters
- 1 or more numeric or special characters

*Note: CUNY Password Reset Policy*
- No change for 5 days after last password change
- Not one of 4 previous passwords
- Reminder sent 85 days after last password change
- Expires 90 days after the last password change

8. Click the OK button.

*Note: Once submitted, the process may take a couple minutes.*

9. When the process is completed, then the following confirmation message appears.

10. To login to CUNYfirst, click the Return to Log-in Page link.

End of procedure.