



CUNY Portal Password Change & Forgot Username Requests

Workflow 1: Password Reset / Forgot Username (On CUNY Website)

STEP 1: Click on “Forgot Your Username or Password?”

Portal Login

Please enter your CUNY Portal Username and Password.

Username:

Password:

[Forgot your Username or Password?](#)

Log In

STEP 2: Choose the first workflow: “Account and Password Reset”.

Account & Password Reset

If you are a Student, Faculty, or Staff member and are unsure of your username or registered e-mail address click [here](#) to re-validate your account using your confidential information.

e-Mail a new Password

If you are sure of your username and registered e-mail address click [here](#) and a new password will be sent via e-mail.



STEP 3: User Validation

User Validation

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.

Last Name:	<input type="text" value="janedoe"/>	
Social Security Number:	<input type="text" value="..."/> - <input type="text" value=".."/> - <input type="text" value="...."/>	Enter your Social Security Number without spaces or dashes (for verification purposes only)
Date of Birth:	<input type="text" value="01"/> <input type="text" value="01"/> <input type="text" value="19"/> <input type="text" value="01"/>	Enter your date of birth in the following format: mm/dd/yyyy

STEP 4: User validation confirmation

User Validation

Please verify your information:

Last Name:	janedoe
Social Security Number:	xxx-xx-1111
Date of Birth:	01/01/1901



STEP 5: Choose new password.

Password Reset

Your username is: **janedoe**

Please choose a new password below:

New Password:

Confirm New Password:

STEP 6: Password successfully changed.

Portal Login

Your password has been successfully reset.

Please enter your CUNY Portal Username
and Password.

Username:

Password:

[Forgot your Username or Password?](#)



Workflow 2: Password Reset (Via Email)

STEP 1:

Portal Login

Please enter your CUNY Portal Username and Password.

Username:

Password:


[Forgot your Username or Password?](#) 

STEP 2: Choose the second workflow: "eMail a New Password".

Account & Password Reset

If you are a Student, Faculty, or Staff member and are unsure of your username or registered e-mail address click [here](#) to re-validate your account using your confidential information.

e-Mail a new Password

If you are sure of your username and registered e-mail address click [here](#) and  a new password will be sent via e-mail.



STEP 3: Provide Portal username. A new password will be sent to the email address on file.

e-Mail a new Password

Enter your Username below. If it matches an existing account we will e-mail a new password to your registered e-mail address.

Username:

STEP 4: New password sent to email confirmation.

Portal Login

ok Your new password has been sent to your e-mail address.

Please enter your CUNY Portal Username and Password.

Username:

Password:

[Forgot your Username or Password?](#)
