Resetting your CUNYfirst Account Password

Please note that before resetting your password you must meet the following criteria.

- Claimed your CUNYfirst Account
- Know your CUNYfirst username or EMPLID

The instructions below demonstrate how to reset your CUNYfirst password.

1. Open an internet browser and head over to the CUNYfirst login web page.

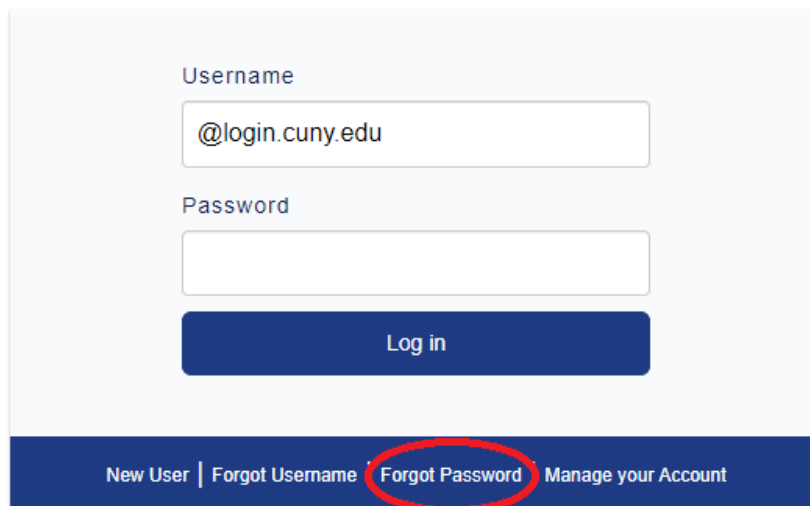- ## How to navigate to CUNYfirst login page manually:
    - Open internet browser > head over to cuny.edu web page > login > CUNYfirst

2. Once on the login page select Forgot Password.

CUNY Login

Log in with your CUNY Login credentials
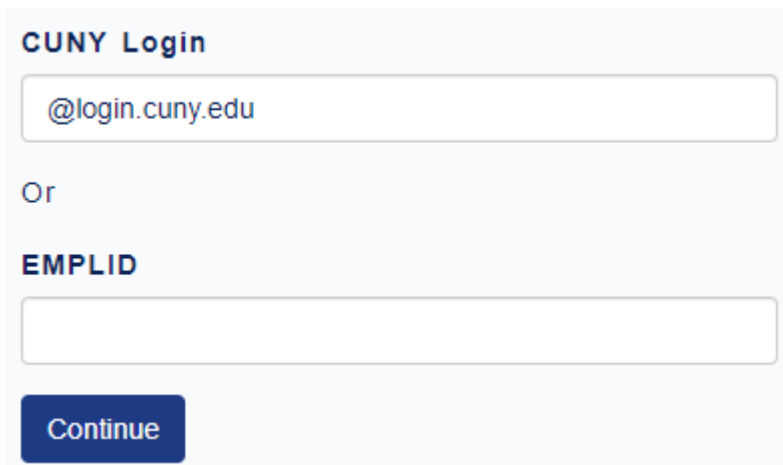If you do not have a CUNYfirst account, see the FAQs.

Username

@login.cuny.edu

Password

Log in

New User | Forgot Username | Forgot Password | Manage your Account

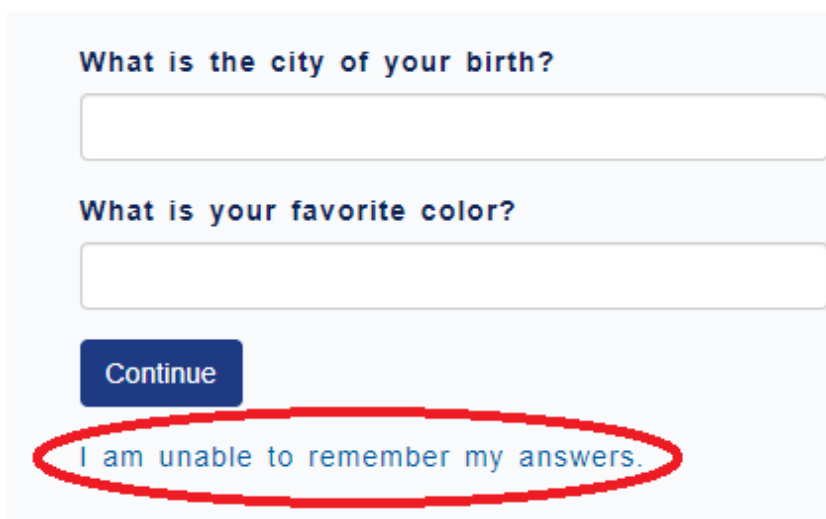3. On the next page type in either your CUNYfirst username or EMPLID in their respective boxes and select continue.

CUNY Login

```
@login.cuny.edu
```

Or

EMPLID

```

```

[Continue]

4. Before resetting your password, you must verify your identity either by

- Answer your security questions
- Verify the email address affiliated with your CUNYfirst account

Select continue after answering your security questions. If you opted for email verification you will be sent a link to your email that will redirect you to reset your password.

What is the city of your birth?

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What is your favorite color?

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```

[Continue]

I am unable to remember my answers.

5. Reset your password. Select continue after confirming your password.

Password Policy

- Password must not be longer than 13 character(s)
- Password must contain at least 3 alphanumeric character(s)
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 4 previous passwords.
- Password must not match or contain user ID.

6. If your password met the password policy requirements, a message will display stating you have successfully changed your password.

> Your Password Has Been Changed Successfully!
>
> A confirmation email has been sent to your email address

If you have any questions or concerns, please contact the CUNY SPS Help Desk at the contact Information listed below.

SPS Helpdesk Contact Information

Email: helpdesk@sps.cuny.edu
Phone: 646.664.8592