

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:**

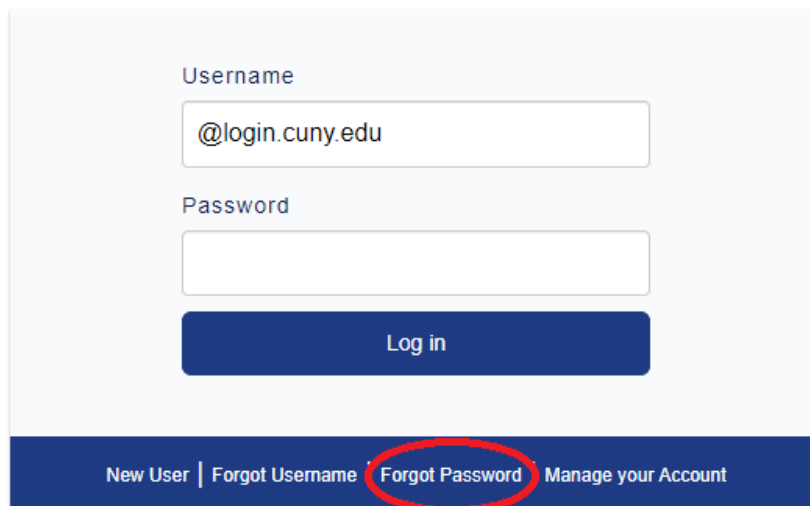
- Open internet browser > head over to [cuny.edu web page](#) > login > CUNYfirst

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](#).



The screenshot shows the CUNY Login page. It features a light blue background with a white login form. The form has two input fields: 'Username' and 'Password'. The 'Username' field contains the text '@login.cuny.edu'. Below the password field is a blue 'Log in' button. At the bottom of the page, there is a dark blue navigation bar with white text links: 'New User', 'Forgot Username', 'Forgot Password', and 'Manage your Account'. The 'Forgot Password' link is circled in red.

Username

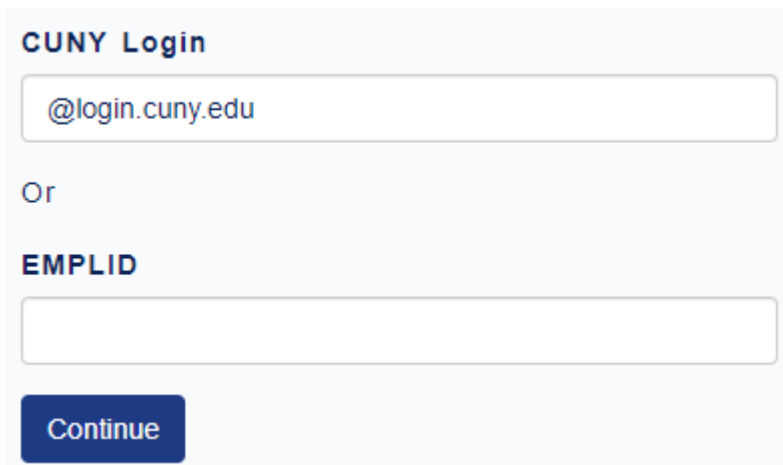
@login.cuny.edu

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.

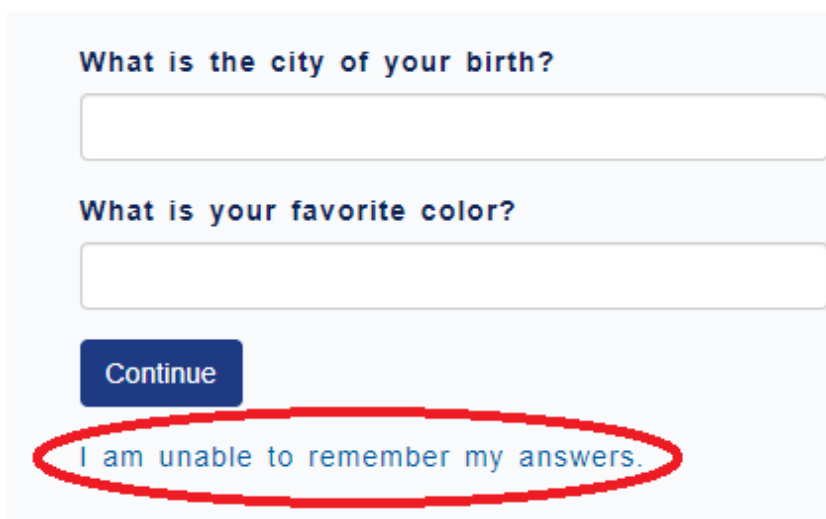


The image shows a 'CUNY Login' form. At the top, it says 'CUNY Login'. Below that is a text input field containing '@login.cuny.edu'. Underneath the field is the word 'Or'. Below 'Or' is the label 'EMPLID' followed by another empty text input field. At the bottom of the form is a blue button with the text '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.



The image shows a form for security questions. It has two questions, each with a text input field below it. The first question is 'What is the city of your birth?' and the second is 'What is your favorite color?'. Below the second question is a blue button with the text 'Continue'. At the bottom of the form, there is a link that says 'I am unable to remember my answers.' which is circled in red.

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