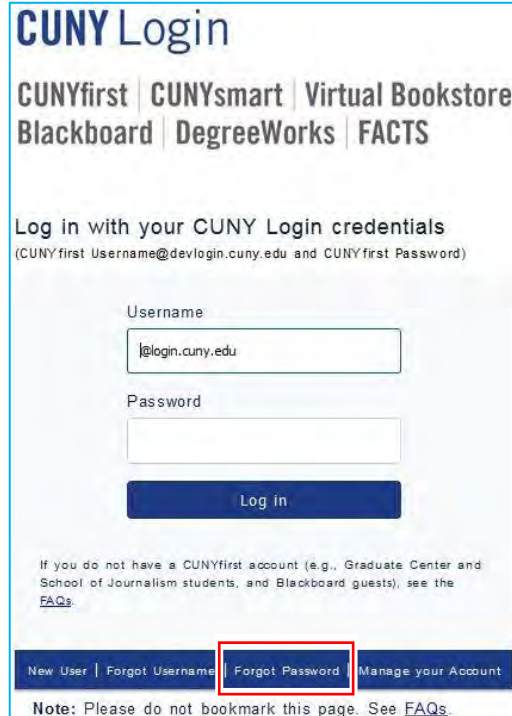


Use this procedure to reset your CUNY Login password.

Clicking the Forgot Password link on the CUNY Login page will start the process of resetting your CUNY Login password.

Note: You can also click Forgot Your Password on the Account Self-Service page at managelogin.cuny.edu

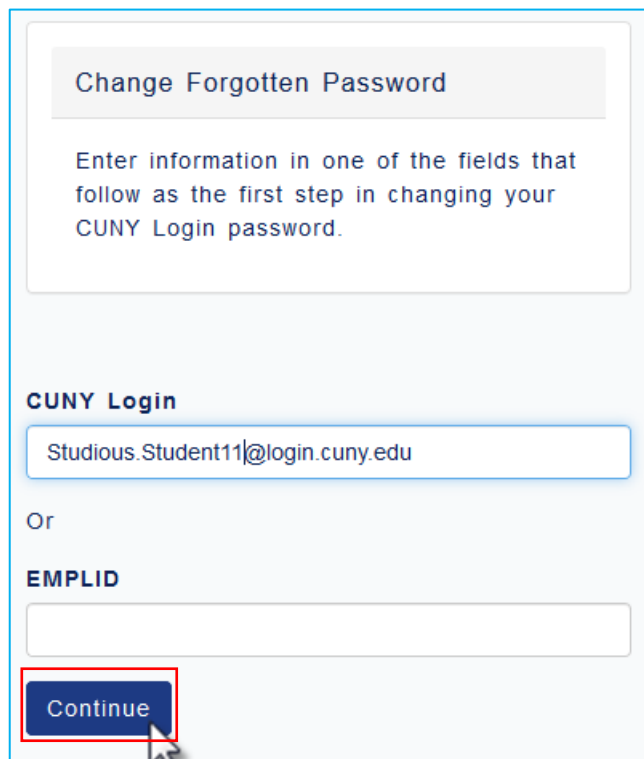
1. Click the **Forgot Password** link



On the Change Forgotten Password page, you can enter your complete CUNY Login username –
firstname.lastname###@login.cuny.edu **or** your eight-digit CUNY EMPLID and proceed to the next step by clicking the **Continue** button.

1. Enter your **CUNY Login** username **or** your eight-digit **EMPLID**
2. Click **Continue**

Note: Do not enter both your CUNY Login username and EMPLID.



On the Answer Security Questions page, two of your five security challenge questions display. Enter the answers you created during the CUNY Login account activation process.

Note: The responses are *not* cASE Sensitive.

1. Enter correct responses**
2. Click **Continue**

****If you are unable to recall your answers to the security questions, please navigate to the Unable to remember Answer to Security Questions section, in this document, for additional instructions.**

On the Create a Password page, enter and confirm a new CUNY Login password. You can click the View CUNY Login Password Policy link to display the full list of password creation parameters.

Note: Password creation process may take up to two minutes to complete.

1. Enter **New Password**
2. Confirm **Password**
3. Click **Continue**

When the process is done, the Your Password Has Been Changed Successfully message will appear and a confirmation email will be sent to your account management email address.

Your Password Has Been Changed Successfully!

A confirmation email has been sent to your email address

Your CUNY Login is:
Studios.Student11@login.cuny.edu

Your EMPLID is: 44332211

[Return to Account Self-Service](#)

Unable to Remember Answers to Security Questions

In the event you are unable to recall answers to security challenge questions, instructions for resetting your password will be sent to your account management email address.

1. Click the **I am unable to remember my answers** link

Change Forgotten Password - Answer Security Questions

Answer the security questions that follow as the next step in changing your password.

Please note:

- Answers are not case sensitive
- You must answer 2 questions correctly to change your password

All fields are required.

In what city was your mother born?

What is your favorite vacation destination?

[Continue](#)

[I am unable to remember my answers.](#)

A message will appear stating that an email has been sent to your account management email address with instructions to change your password.

Change Forgotten Password - Answer Security Questions Unsuccessful

You have exceeded the number of attempts to answer 2 security questions correctly or were unable to remember your answers.

An email has been sent to your account management email address that follows with instructions to change your password.

Your Email Address: Studios.stu***@campus.cuny.edu

[Return to Account Self-Service](#)

To view the validation link, locate and open the email titled, 'CUNY Login Account Management: ...' and click the link inside the email.

Note: Be sure to check your Spam/Junk mail folders if you cannot find the email.

1. Navigate to your **Inbox**
2. Open email 'CUNY Login Account Management: ...'
3. Click the link

You are receiving this email because you were unable to correctly answer your security questions when requesting. Click on the following one-time link, or copy and paste in a web browser, within the next 2 hours to change your CUNY Login password: <https://managelogin.cuny.edu/OIMSelfService/resetPassword?loginID=STUDIOUS%20STUDENT11&tokenKey=67481711>

If you received this email in error
Please delete this email if you were not attempting to change your CUNY Login password and have received this email.

If you did not respond within 2 hours
Click Forgot Password on the CUNY Login page to restart your password change.

For more information on managing your CUNY Login account
See the [Account Activation](#) instructions on www.cuny.edu.

If you need help
See the [List of Campus Help Desks](#) for your college's help desk contact information.

Do not reply to this message. It is an automated notification, and replies to it will be sent to an unmonitored mailbox.

On the Create a Password page, enter and confirm a new CUNY Login password. You can click the View CUNY Login Password Policy link to display the full list of password creation parameters.

Note: Password creation process may take up to two minutes to complete.

1. Enter **New Password**
2. Confirm **Password**
3. Click **Continue**

Create a Password

Enter and confirm a CUNY Login password in the fields that follow.
[View CUNY Login Password Policy](#)

All fields are required.

Must Contain
At least 8 characters
1 number or symbol
1 uppercase letter
1 lowercase letter

Enter Password

Confirm Password

Continue

When the process is done, the Your Password Has Been Changed Successfully message will appear and a confirmation email will be sent to your account management email address.

Your Password Has Been Changed Successfully!

A confirmation email has been sent to your email address

Your CUNY Login is:
Studios.Student11@login.cuny.edu

Your EMPLID is: 44332211

[Return to Account Self-Service](#)

End of Procedure