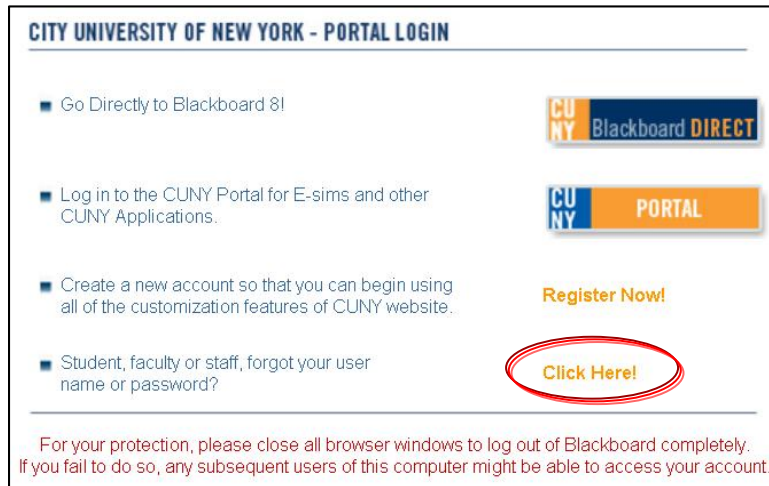
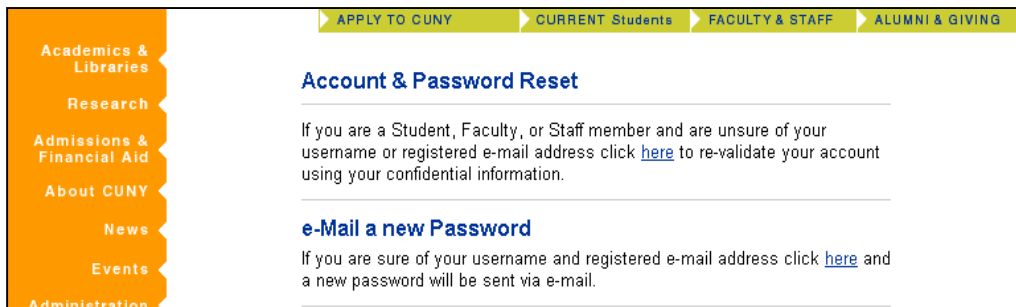


## Recovering A Lost CUNY Portal Account Password

At the [CUNY Portal Log-in](#) page, choose the fourth option to recover a lost username and/or password.

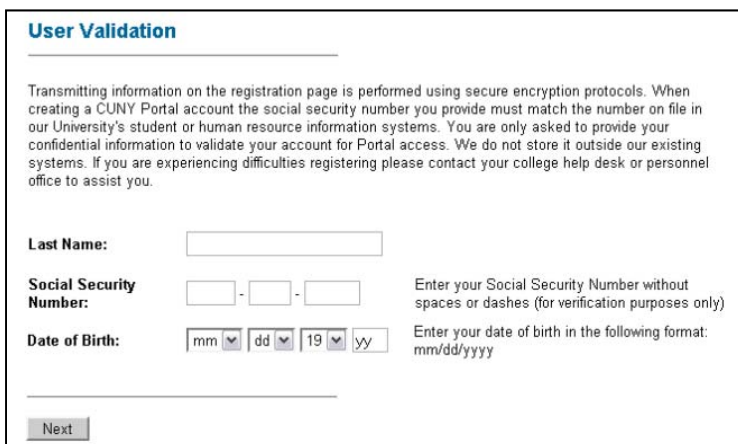


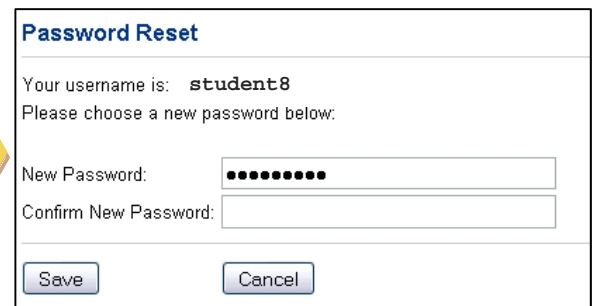
You will see two options:



### 1. If you have forgotten your username/e-mail AND password,

Choose the [Account & Password Reset](#) option. You will need to re-enter your last name, SSN, and date of birth. Once verified, you'll be shown your username and prompted to create a new password.





## 2. If you have forgotten your password only,

Choose the [e-Mail a new Password](#) and enter your Username when prompted. Your password will be e-mailed to you using the e-mail address you provided at registration.

**e-Mail a new Password**

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

**Username:**

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## Changing Your Portal Password



When logged in to CUNY Portal, click on the **My Profile** link in the left-hand navigation menu. Your profile contains personal information such as your name, email, address, and CUNY role (e.g., student, faculty, staff).

Scroll to the bottom to change your password and click on **Save**.

**Change your Password**  
Please choose a password that is at least 6 characters long.

**Old Password**

**New Password**

**New Password Confirmation**