CITY TECH ACTIVE DIRECTORY (AD)—FORGOT PASSWORD

- 1. Open a Web Browser and clear your browser's cache and cookies before attempting to log in.
- 2. Enter the url https://forgot.citytech.cuny.edu in the address bar. Click Forgotten Password.
- 3. Enter your City Tech AD username.

Forgotten Password City Tech Active Directory Password Reset
If you have forgotten your password, follow the prompts to reset your password.
Username*
Q Search X Cancel

Username: City Tech AD login name (e.g. Firstname.Lastname)

(c.g. Th sthame.La

Click Search.

Forgotten Password City Tech Active Directory Password Reset
Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.
What is your favorite food?
What is your favorite color?
What is your favorite color?
✓ Check Answers ★ Cancel

4. Provide the correct answer to the 2 security questions displayed, click **Check Answers**.

5. Create a new password according to the Password Requirements.

New Password Requirements

- Password is case sensitive.
- Must be at least 8 characters long.
- Must have at least 1 number.
- Must have at least 1 lowercase letter.
- Must have at least 1 uppercase letter.
- Optional special characters allow (!@#\$%^&)

- Must not be the last 4 used passwords.
- Must not include part of your First name, Last name or username.
- Must not include the following values: test password
- Must contain minimum of 8 characters.

6. Click Change Password, then Continue to complete the password change.

