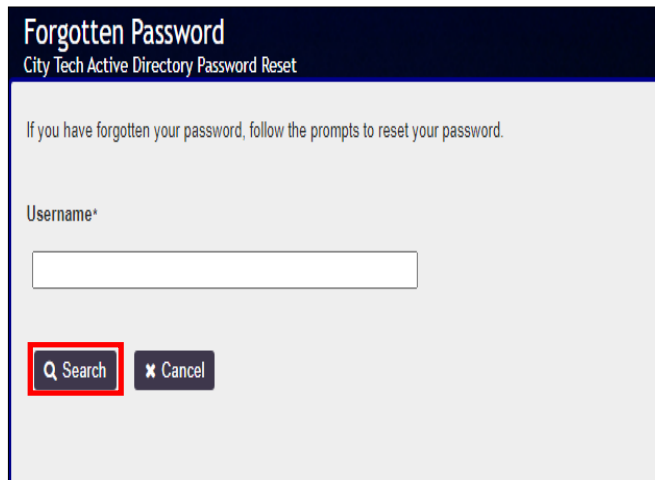


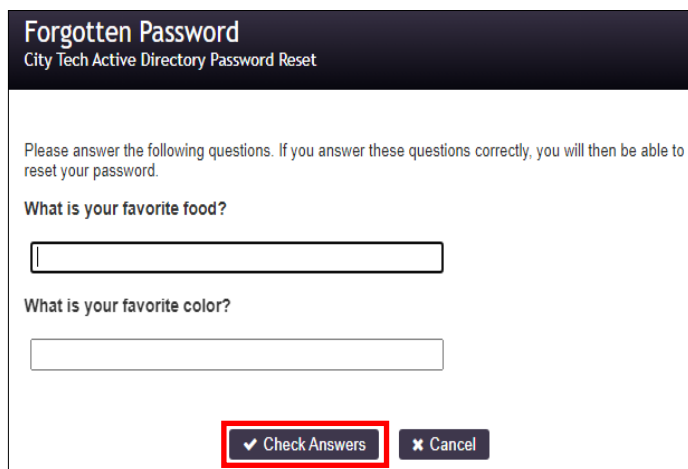
CITY TECH ACTIVE DIRECTORY (AD)—FORGOT PASSWORD

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.



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

Click **Search**.



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.