CityTech Student's Self-Service Password Reset

All City Tech students have a City Tech ID with a **default password**. The purpose of the ID is to have one unified account to access Technology services on Campus.

Navigate to: https://forgot.citytech.cuny.edu

1. Enter username
> **Username:** Firstname.Lastname

2. Enter default password

> Firstname initial **UPPERCASE**, lastname initial lowercase, your Date of Birth (**MMDDYYYY**), followed by the last four digits of your **CUNYFirst EMPL ID.**
>
> **Password**: JdMMDDYYYY9367
> (please use full year of your birthday)

3. Select four Security Questions and Provide Answers, click Save Answers.

- The answers are not case sensitive.
- Answers must be more than four characters.

4. Choose two Helpdesk Security Questions and Provide Answers, click **Save Answers**.

5. Please type in your new password and confirm password, click Change Password.

Student New passwords must contain:
- Password is case sensitive.
- Must be at least 8 characters long.
- Must include at least 1 number.
- Must have at least 1 lowercase letter.
- Must have at least 1 uppercase letter.
- Optional special characters allow (!@#$%^&)
- Must not include any of the following values: test password
- Must not include part of your name or username ID.

After the completion of a new password, students will be able to log into the Lab computers by entering their username and password as shown below.

1. **Enter username -** Firstname.Lastname

2. **Enter password –** New Password that was created

Note: Faculty must use their City Tech AD credentials (same as email username and password) to access Teacher Consoles in labs and classrooms.