How do I register for GC Password reset?

This FAQ contains:
- How to register to get access to use the password reset tool

Self-Service Password Reset is a tool that allows all students, faculty, and staff to change or reset a forgotten password via the web, as well as unlock their accounts without having to contact IT Services. **Registration is required for first time users only.**

How to enroll:

1. The first thing you should do is set up your profile so that you will be able to setup a personal PIN to reset your password if you forget it in the future. To begin, go [https://passwordreset.gc.cuny.edu/](https://passwordreset.gc.cuny.edu/) and enter your GC username and password (Fig. 1.)

![Fig.1. Entre username and password](image)

2. The next step is to select your assigned security image, which will appear on the screen. Simply click on the image that was pre-selected for you and proceed to create a 4-digit PIN (Fig.3)
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Fig. 3. Identity Setup

3. The 4-digit PIN is your security PIN and you will need it to unlock your account in the future. (Fig. 4)

Fig. 4. Set Security PIN

4. Click “Finish” and your account will be setup (Fig. 5.)

Fig. 5. Account Setup
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Please Note: Once you have logged in, you will be able to manage your account and have access to the following options: (Fig.6.)

![Select an account activity from the list below:]

- CHANGE MY PASSWORD
- CHANGE PIN NUMBER
- SUBMIT HELP REQUEST
- LOG OFF / EXIT

Fig. 6. Options Once Logged In

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