How do I change my GC password using Self-Service?

This FAQ contains:
- Instructions on how to change your GC password

1. After you have set up your profile, you can change your password to a different one by visiting the password reset page https://passwordreset.gc.cuny.edu/
2. Enter your username and click “Go”, (Fig.1.)

![Fig. 1. Enter username and password](image1)

3. Click on your assigned security image and enter your 4-digit PIN,

![Fig.2. Enter PIN](image2)
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4. Click on the “Change my password” link. Once you click this link, you will be prompted for your current GC password. (Fig. 3.)

![Current password](image)

Fig. 3. Current password

5. The final screen will then be brought to the “Set your new password” page and your password will be reset. (Fig. 4.)

For GC passwords, the following rules apply:
1. Must not contain dictionary words, names, phone numbers or other easily searchable information.
2. Must not contain all or part of the user's account name.
3. Must be at least 8 to 15 characters in length.
4. Must be different from your last 3 passwords.
5. Must contain characters from three of the following four categories:
   o English upper case characters (A-Z)
   o English lower case characters (a-z)
   o Base 10 digits (0 -9)
   o Non-alphanumeric (For example :!,$#, %)

![Set new password](image)

Fig. 4. Set new password

**Note:** If your account is ever locked, you will see an additional link to “unlock your password”. You only see this option if your account is locked.