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.)

![Fig.3. Current password](image)

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:
   - English upper case characters (A-Z)
   - English lower case characters (a-z)
   - Base 10 digits (0-9)
   - Non-alphanumeric (For example :!,#$,%)

![Fig.4. Set new password](image)

**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.

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