5. How do I reset my CUNY Portal password?

In the case you have forgotten your password; you need to go to the CUNYFirst website to reset it. Please follow the procedures depicted below to learn how to change your CUNYFirst password.

1- In your web browser, navigate to https://bbhosted.cuny.edu

2- Click Forgot Password hyperlink at the bottom of the page.

3- Enter your CUNYFirst User ID or Employee ID. Press OK.

4- On the following screen, answer the questions to reset your password. Click OK.

5- Choose a new password and enter it twice. A confirmation message will appear with your CUNYFirst User ID and Employee ID.
6- In your web browser, navigate again to https://bbhosted.cuny.edu
7- Enter your CUNYFirst username in front of @login.cuny.edu and then your password. Click on the Log-in button.