

Existing User Accounts – Resetting Password

1. Click on the “**Log In**” link



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Note:

Due to implementation of the enhanced security, users who registered before or on June 3, 2016 need to reset password.

For more “Reset Password” info, [click here...](#)

Log In

2. On the next, nyc.gov login page, click on the “**Forgot Password**” link (see below) and follow instructions on the page.

A screenshot of the NYC.gov login page. The page has a white background with a grey login form. The form contains two input fields: "Email Address or Name:" and "Password:". Below the password field is a blue "LOG IN" button. At the bottom left of the form area, there are two links: "Create Account" and "Forgot Password". The "Forgot Password" link is highlighted with a red rectangular box.

3. Use the “**RESET VIA EMAIL**” option (default).

A screenshot of the NYC.gov "Reset Password" page. The page has a blue header with the NYC logo and navigation links. The main content area is white and displays "Reset Password: joesmith@***.com". Below this, there are two radio button options: "RESET VIA EMAIL" and "RESET VIA SECURITY QUESTIONS". The "RESET VIA EMAIL" option is selected and highlighted with a red rectangular box. Below the options is a blue button labeled "CONTINUE".

4. Check your e-mail for the “**Reset Password**” link and further instructions.
5. For NYC User Account inquires, and/or to report the account issue, “Reset Password” included, please [click here...](#)