Self-Service Account Management (SSAM)

Reset Your Forgotten Password
Use your challenge questions to reset your forgotten Bronco password (you must know your Bronco ID or CUNYfirst ID and the answers to your Bronco challenge questions)

1. **Enter** either your Bronco ID (fname.lname@bcc.cuny.edu or fname.last@stu.bcc.cuny.edu)
   - OR -
   your CUNYfirst ID and click the Next button.

2. **Provide Answers** to your challenge questions and click the Next button.

   **Verify Your Identity:** Submit Your Answers
   You must answer the following 3 questions.

   - What is your city of birth?  
     ******
   - What is your favorite movie?  
     ****************
   - What was the name of the first school you attended?  
     ******
3. **Enter** and **confirm** your new password and click the **Next** button.

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**Create a New Password**

Enter a new password:

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••••••••••••••
```

Re-enter the password:

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••••••••••••••
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**Password Requirements**

*Password cannot be the same as any of the 4 previous passwords used*

*Must be at least 8 characters long*

*Must contain at least 3 of the following 4 categories:

1. at least one uppercase letter (A-Z)
2. at least one lowercase letter (a-z)
3. at least one digit (0-9)
4. at least one special character (\!@#$%^&_*+=\n0123456789<>?/

Please note that your Bronco Password expires every 180 days, but you can change it at any time.

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Next  Cancel