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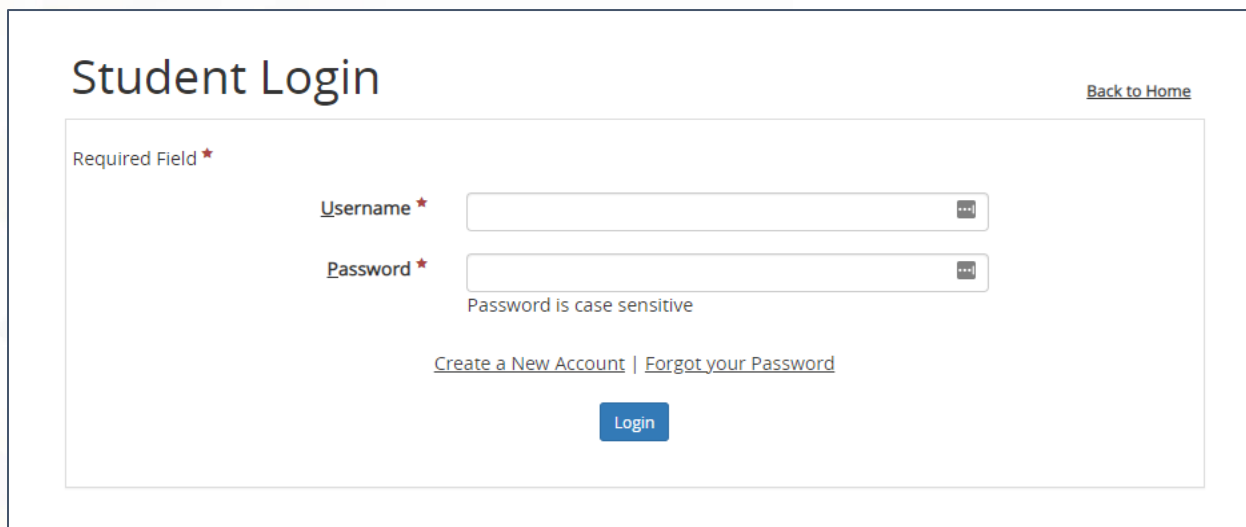
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## STUDENT PORTAL LOGIN

If you have already created an account, login with your username and password. Your username is typically the first letter of your first name followed by your last name. For example, John Williams username would be jwilliams. If there are other students with the same name, then your username may include a number at the end which would then be jwilliams1 or jwilliams2, etc. If you have forgotten your username, please complete this [form](#).

1. Go to <https://studentsts.citycollege.edu>



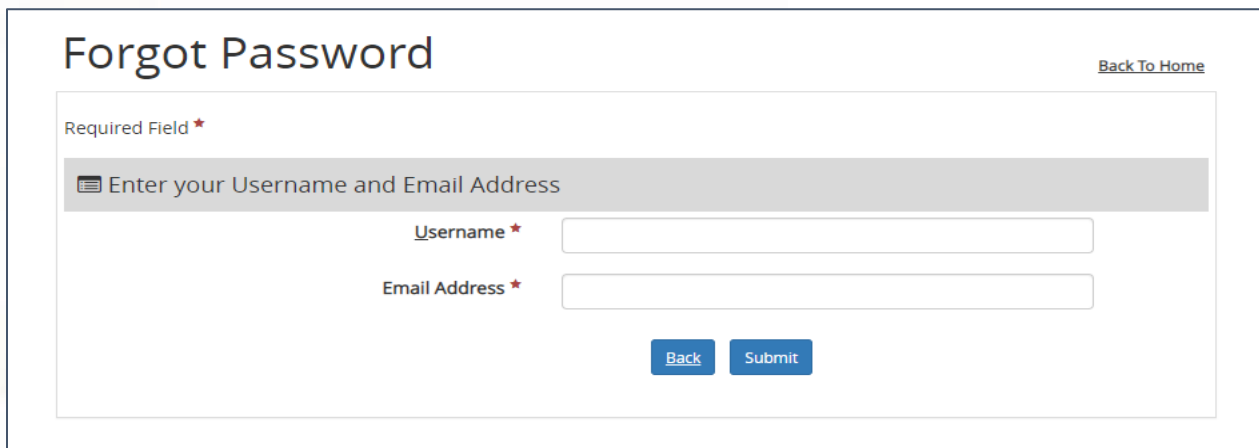
The screenshot shows the 'Student Login' page. At the top right is a link for 'Back to Home'. Below the title is a 'Required Field' section containing two input fields: 'Username' and 'Password', both marked with a red asterisk. The password field includes a 'Password is case sensitive' note and a visibility toggle icon. Below the fields are two links: 'Create a New Account' and 'Forgot your Password'. A blue 'Login' button is positioned at the bottom center of the form area.

2. Enter your City College Student Portal **username** and **password** you received when you initially created your account online.
3. Select Login.

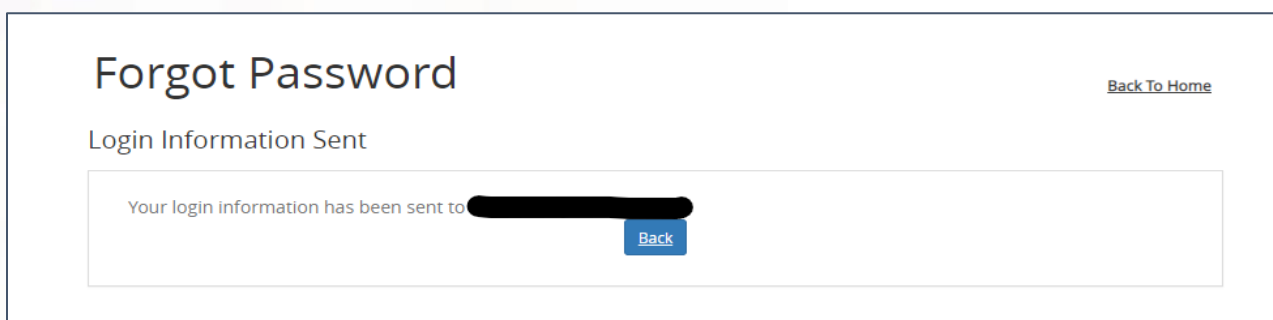
**Note:** If you forgot your password, please see instructions on page 3 to reset your password. If you have not yet created a new login, please follow the steps on page 5.

**HOW TO RESET YOUR PASSWORD**

1. Click **Forgot Your Password**.
2. Enter your **Username** and **City College Email** address.



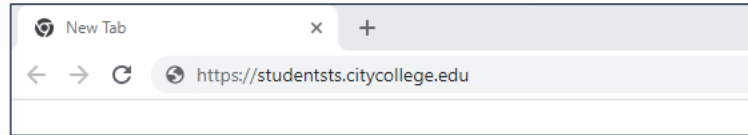
3. Select **Submit**.
4. You should receive a message saying your login information has been sent to your email as shown below.



5. Go to your **City College email** and look for an email from [noreply@citycollege.edu](mailto:noreply@citycollege.edu) with the Subject **Forgotten Password**. Enclosed will be your username and password.



6. Re-enter <https://studentsts.citycollege.edu> in your browser's address bar and use your new credentials to login.

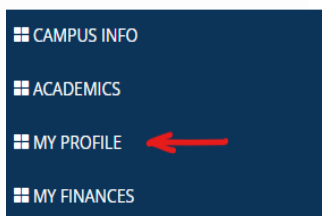


***Note: If you do not know your username or did not receive an email with your credentials, please complete this [form](#) for assistance.***

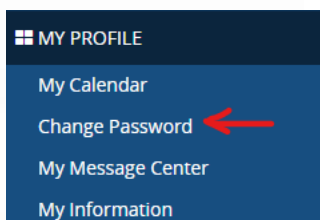
## RESETTING YOUR TEMPORARY PASSWORD

After you received a temporary password from a City College Help Desk representative or a password reset email, you may want to update your password to something of your choice. Please see steps below.

1. Select the **MY PROFILE** menu on the left side of your screen after you are logged into your account.



2. Select **Change Password**.



3. Use your temporary password for the old password, enter your **new** password and confirm.

Change Password  
Required Field \*

Please re-enter your old password and type your new one in the fields below.

Old Password \*

New Password \*

Confirm New Password \*

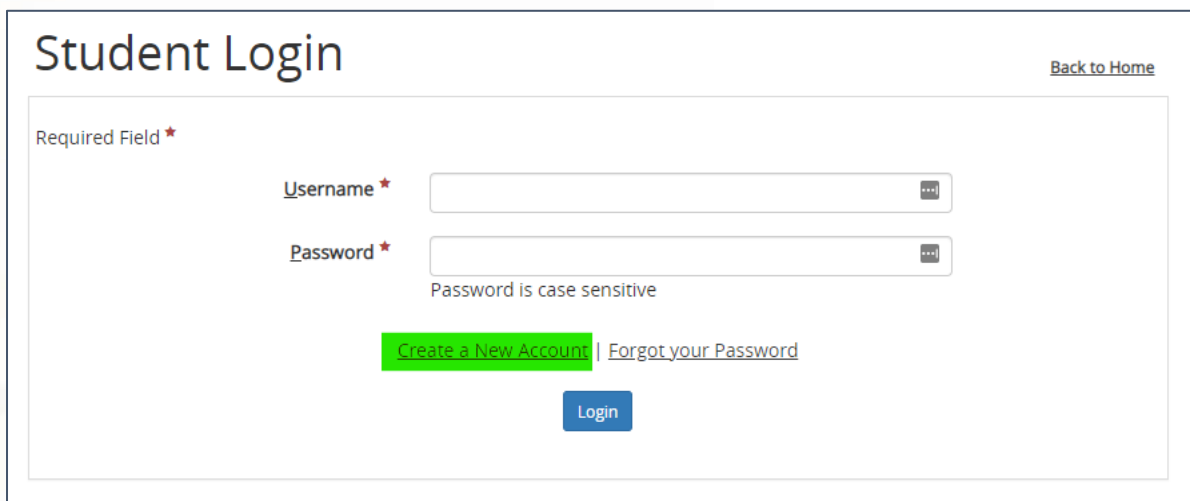
[Change Password](#)

4. Select **Change Password** to complete creating your new private password.



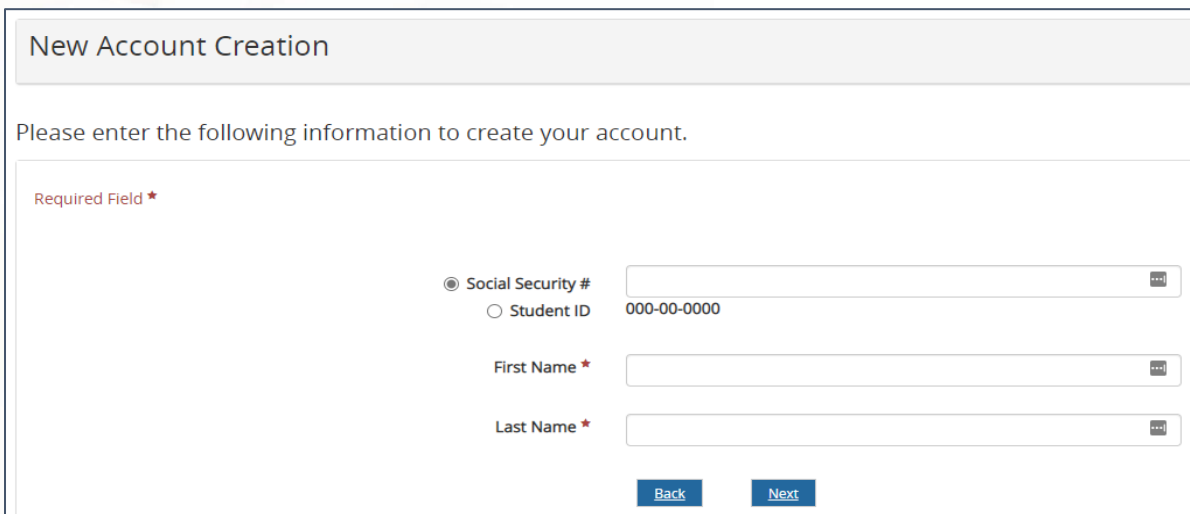
**CREATING YOUR STUDENT LOGIN**

1. Select **Create a New Account**.



The screenshot shows the 'Student Login' page. At the top right is a link for 'Back to Home'. Below the title is a 'Required Field' section containing two input fields: 'Username' and 'Password', both marked with a red asterisk. The password field has a note 'Password is case sensitive' below it. At the bottom of the form are two links: 'Create a New Account' (highlighted in green) and 'Forgot your Password'. A blue 'Login' button is centered at the bottom.

2. You will be asked to enter your **Social Security Number** or **student ID#** and your legal **first** and **last names**. **Important:** If you enter your **SSN#** and unable to create your account, please use your **student ID#** instead.



The screenshot shows the 'New Account Creation' page. It starts with the title 'New Account Creation' and a prompt: 'Please enter the following information to create your account.' Below this is a 'Required Field' section. It features two radio buttons: 'Social Security #' (selected) and 'Student ID' (with the value '000-00-0000' next to it). Below the radio buttons are three input fields for 'First Name', 'Last Name', and 'Last Name', each marked with a red asterisk. At the bottom are two blue buttons: 'Back' and 'Next'.



- After selecting next, the system will check to make sure your email is valid.

Email Address Verification

Email Address Verification

We found an email address on file for you:  Is this address still valid?

- The email on file should be your **student email address**. If that is not the case, select “no” and the system will prompt you on how to proceed. If your email address is valid, select “yes.” You will be provided with your username and asked to create a password.

Login Information

Login Information

**Required Field \***  
Your student record was successfully located. Please enter a password.

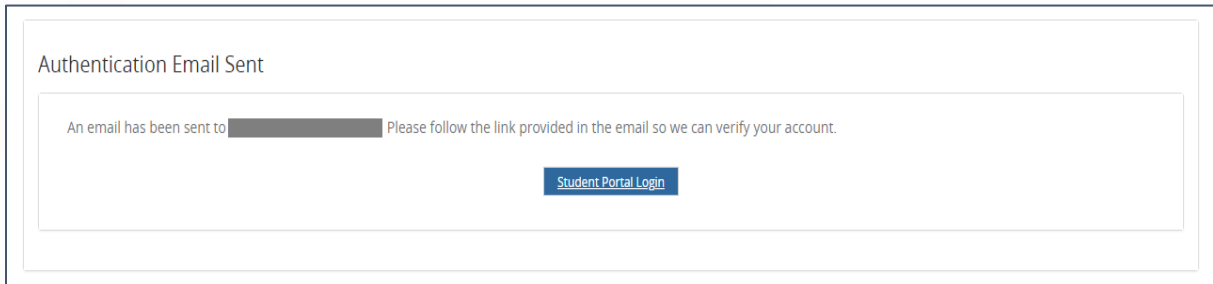
You username is: \*

Password \*

Confirm Password \*



- After you create your password, you will be prompted to check the email account you were shown previously in order to verify your account.



- Check your email and follow the authentication steps to gain access to the portal.
- If you do not receive the authentication email within an hour, please submit a request for assistance [here](#) stating the issue.

