Updating Your Password

1) Visit https://identity.weill.cornell.edu

2) Under Account Management select one of the following:

a) Change Password
   If you know your existing password and wish to change it. Duo is required.

b) Forgot Password
   If you forgot your password and need to change it. A personal email address is required.

REMEMBER!
Your password must ONLY be used by you. Never give your password to anyone. WCMC ITS staff members or your supervisor will never ask you for your password.

ITS may require you to change your password if it has been compromised. Some individuals working in more restricted environments (e.g., those handling credit card payments) may be required to change their passwords more frequently.

If you believe your CWID password has been compromised, change your password and contact the ITS Support Line at 212-746-4878 so that the incident can be properly investigated.
What systems will be updated?

Changing your WCM password resets your password for Weill Cornell Medicine services and NYP applications (if applicable) including:

- Windows login
- Wi-Fi access (WCMC)
- MobileIron
- WCM Web Login Services
- Epic
- Microsoft 365
- Weill Business Gateway (WBG)
- Weill Research Gateway (WRG)
- POPS/VIVO
- Drupal
- LEARN
- myHelpdesk/ServiceNow

Things to do immediately after your password change:

- Logout and login to your Windows computer with your new password.
- Verify e-mail account access by going to http://o365.med.cornell.edu
- Reconnect to Wi-Fi (WCMC). You may have to enter your new password.
- Open Microsoft Outlook.
- Go to https://mydevice.med.cornell.edu and log in with your new password to update your smartphone or tablet.
- Update keychain or saved passwords on your Mac or web browser.
Updating mobile device passwords:

1) Go to http://mydevice.med.cornell.edu
2) Log in with your CWID and new password.
3) After you log in your new password will be pushed to all your registered devices.

Note: If you use Microsoft Outlook app for email access you may be prompted to enter your new password.
Updating Windows login password while remote:

1) Login to your Windows computer (you may have to use old password first)

2) Connect to AnyConnect VPN with your new password

3) Lock the workstation, leaving VPN connected

4) Unlock the workstation using the new password

Still having issues?

Contact Information Technologies and Services

Email: support@med.cornell.edu

Phone: 212-746-4878
       Monday through Friday from 7 a.m. to 7 p.m.

In Person: SMARTDesk, Library Commons at 1300 York Ave.
           Monday through Friday from 9 a.m. to 6 p.m.
           Saturdays from 10 a.m. to 6 p.m.
           Sundays from 12 p.m to 8 p.m.

           SMARTDesk, 575 Lexington Ave., 3rd Floor
           Monday through Friday from 9 a.m to 5 p.m.

Online: myHelpdesk portal at
        myhelpdesk.med.cornell.edu