Password Reset Guide

Resetting 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.

b) Forgot Password
   If you forgot your password and need to change it, enter your CWID and answer your security questions.

c) Change Security Questions
   When you need to update or change your security questions and answers, click here and enter your CWID and password.

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.

Change your password every 6 months. Some employees working in more restricted environments (e.g., those handling credit card payments) may be required to change their passwords more frequently.

If 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.
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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
- Wireless access (WCMC, Eduroam)
- MobileIron
- WCM Web Login Services (Box, WRG, WBG)
- Office 365
- MyApps
- EpicCare
- Weill Business Gateway
- Weill Research Gateway
- POPS/ VIVO
- Dupral
- Learn Portal
- myHelpdesk/ ServiceNow

Things to do after a immediately after password change:

- Log out and log in to your Windows computer or VDI with your new password.
- Verify e-mail account access by going to http://o365.med.cornell.edu
- Reconnect to wireless (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.
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.
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