Password Reset Guide

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.

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.

Some systems may take some time to require you to use your new Password.
Updating your password on an ITS-managed Windows computer while not connected to the WCMC network:

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

2) Connect to AnyConnect VPN with your new password

3) Using CTRL+ALT+DEL, lock the workstation while leaving VPN connected

4) Unlock the workstation using the new password

Things to do immediately after your password change:

While connected to WCMC, logout and login to your Windows computer with your new password.

Update your registered smartphones and tablets by logging in at https://mydevice.med.cornell.edu with your new password.

Login to your email at https://o365.med.cornell.edu

Reconnect to WCMC Wi-Fi. You may have to enter your new password.

Open Microsoft Office apps like Outlook, Word, PowerPoint.

Update keychain or saved passwords on your Mac or web browser.

If you use multiple computers, you may need to re-login to services, such as OneDrive, with your new password.
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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.
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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
- Wi-Fi access (WCMC)
- MobileIron
- WCM Web Login Services
- Epic
- Microsoft Office 365
- Weill Business Gateway (WBG)
- Weill Research Gateway (WRG)
- POPS/VIVO
- Drupal
- LEARN
- myHelpdesk/ServiceNow

Still having issues?

Contact Information Technologies and Services

Email: support@med.cornell.edu

Phone: 24/7 Support: 212-746-4878

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.

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