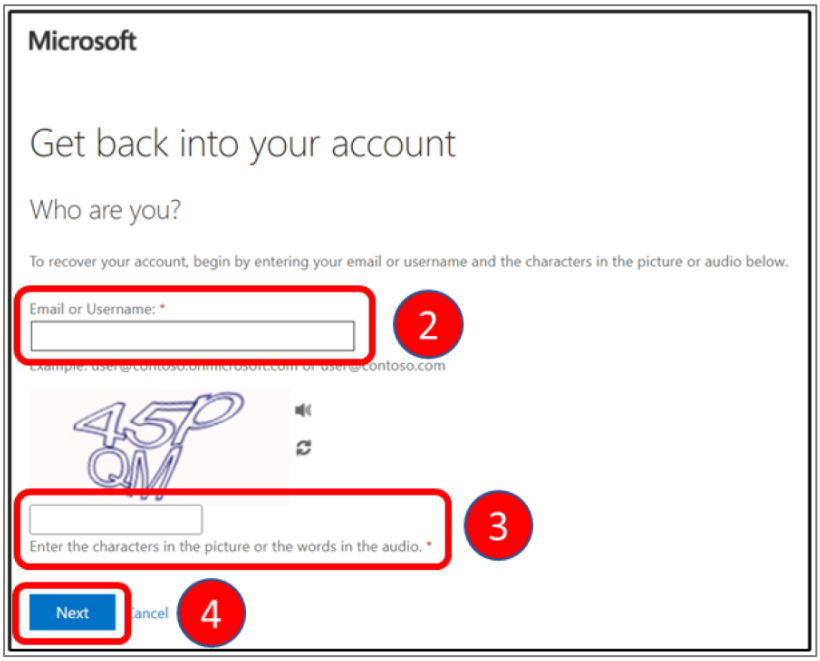
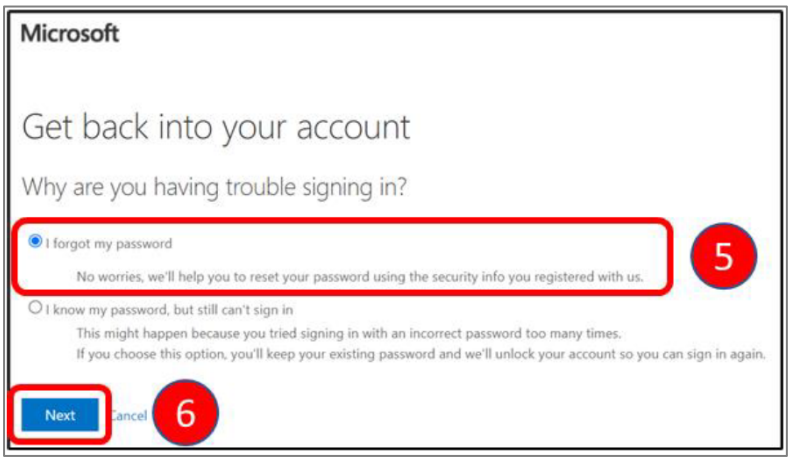
# Managing Your NYCHA Password

**Purpose:** use this document to reset your NYCHA password or Multi-Factor Authentication (MFA) and learn about NYCHA's password policy.

**Remember:** your NYCHA password is for your email account ending in "@nycha.nyc.gov".

## Need to reset your password?

| If you... | Open the following in a web browser!<br>OR<br>You can click on the link to automatically open it in a browser... | Find More Information |
|---|---|---|
| **Forgot your password...** | https://passwordreset.nycha.info | Learn more |
| **Need to reset your password because it expired...** | https://passwordreset.nycha.info (recommended)<br>**OR**<br>Go to https://aka.ms/security-info | Learn more |
| **Forgot your security questions...** | https://aka.ms/security-info | Learn more |
| **Need to reset your MFA (Multi-Factor Authentication)...** | https://aka.ms/security-info | Learn more |
| **Need to set up SSPR (Self-Service Password Reset)...** | https://aka.ms/ssprsetup | Learn more |

| Step # | Instructions for Resetting a Forgotten Password |
|---|---|
| **Step 1** | Open a web browser and navigate to https://passwordreset.nycha.info<br>**You will see the page below:**<br>  |
| **Step 2** | Enter your **NYCHA email address** in the textbox under “Email or Username”. |
| **Step 3** | Complete the CAPTCHA by entering the characters in the picture in the textbox and click **Next**.<br>*If you need to use the audio CAPTCHA, click on the speaker icon and enter the words spoken in the textbox.*<br>  |
| **Step 4** | Then select “I forgot my password” and click **Next**. |

| Step # | Instructions for Resetting a Forgotten Password |
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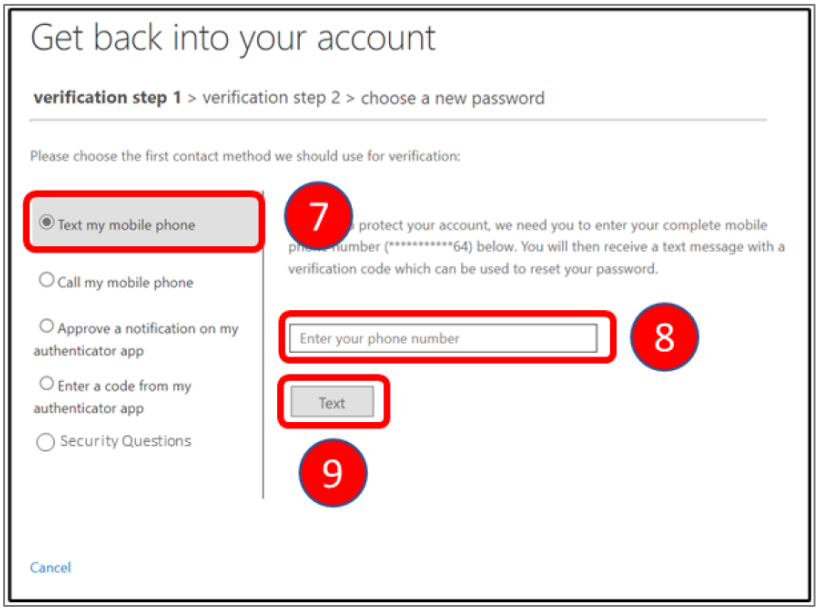
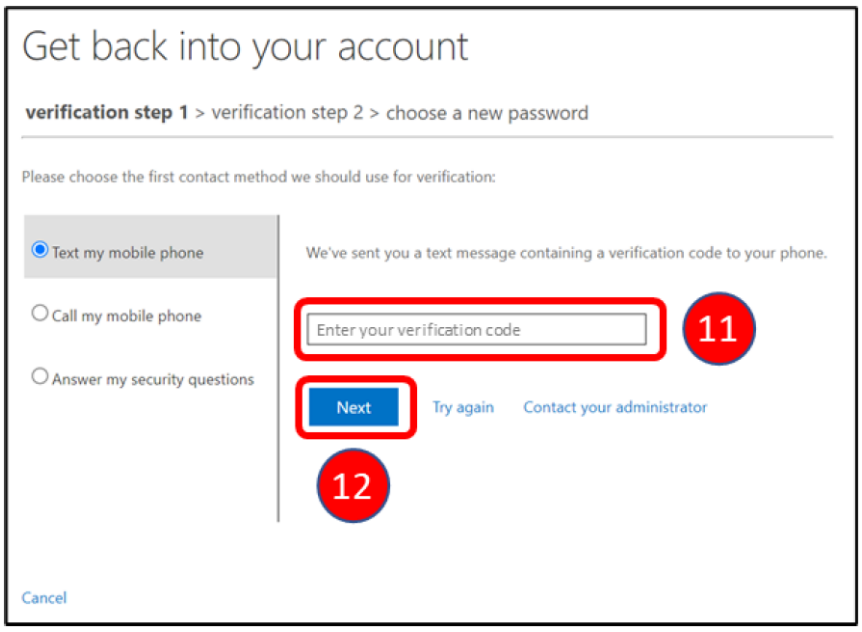
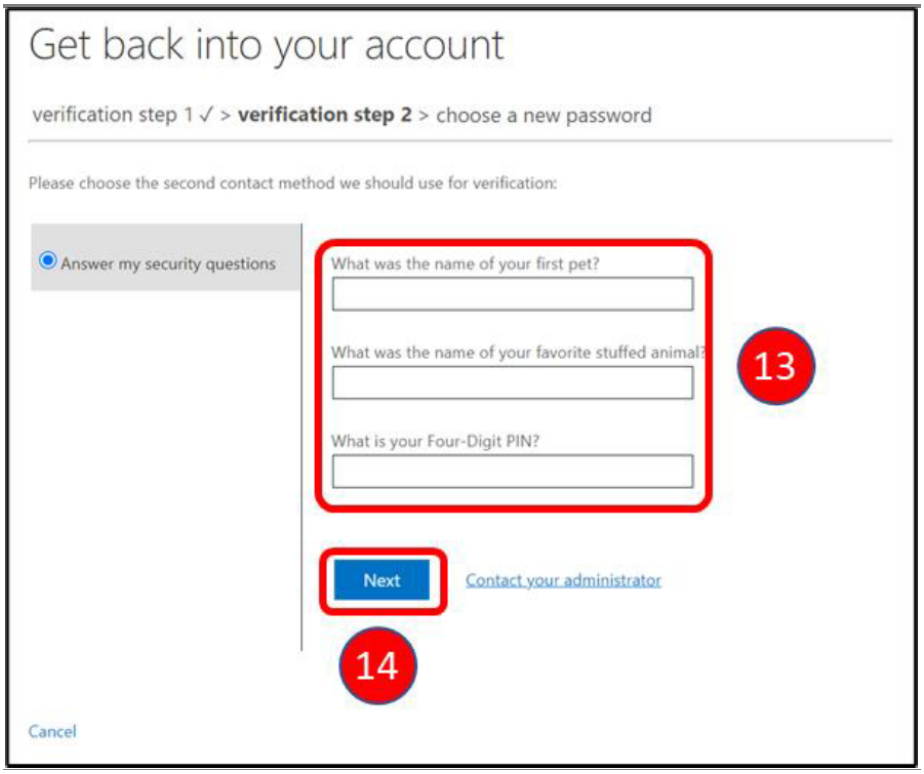
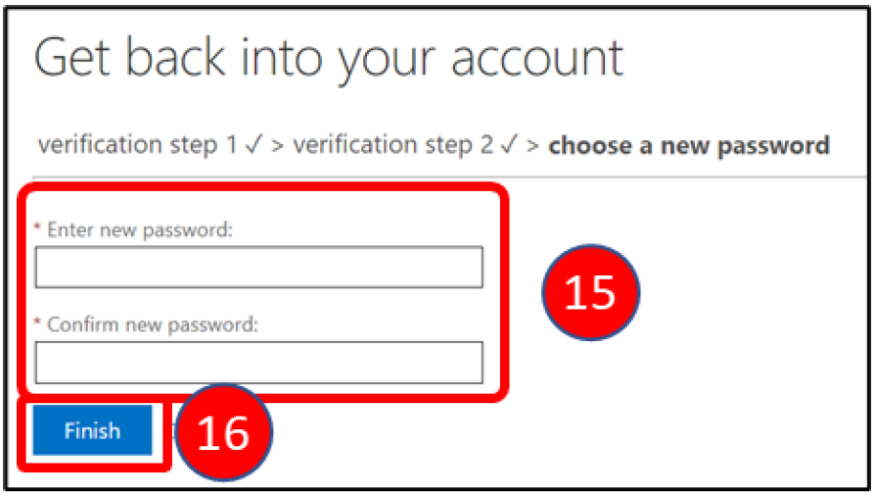
| **Step 5** | On the next screen, choose one of your verification methods from the list on the left.<br><br>Select your verification method by clicking on its label; you'll notice it is selected when the circle to the left of the label becomes blue.<br><br>Once a method is selected, enter any required information and/or click on the button on the bottom of the right panel when ready (methods that require more information will display a grey button until the information required is entered; only after the required information is entered will the button display as blue).<br><br>  <br><br><br>**Note:** If you choose a **phone verification method (shown above)**, you will need to enter the associated number (within the description, the last two digits of the number will be available for reference).<br><br>  <br> |

| Step # | Instructions for Resetting a Forgotten Password |
|---|---|
| **Step 6** | On the next screen, repeat the process and verify using a second method.<br>  |
| **Step 7** | Create a **new password**.<br>Make sure your password is **15 characters long** and meets **three** of the following complexity requirements:<br>• Includes uppercase letters (e.g., A-Z)<br>• Includes lowercase letters (e.g., a-z)<br>• Includes numbers (e.g., 1-9)<br>• Includes a special character (e.g., @, $, !, etc.)<br>Once you enter and confirm your password, click **Finish**.<br>  |

| Step # | Instructions for Resetting a Forgotten Password |
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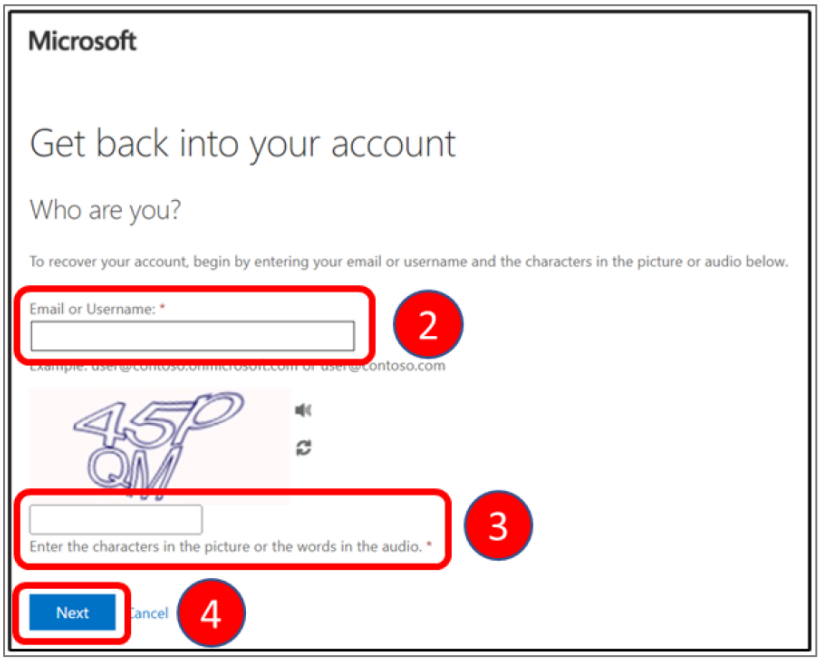
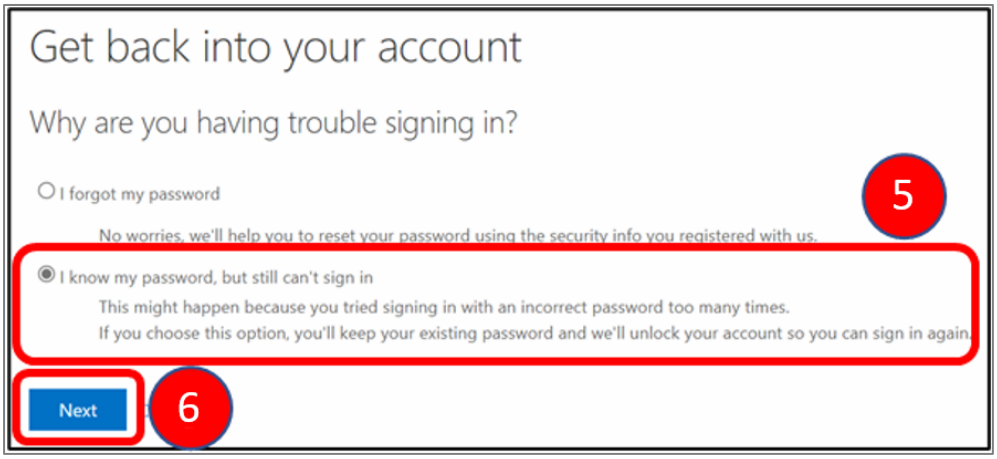
| **Step 8** | You will see a page confirming that your password has been updated. |

| Step # | Instructions for Resetting an Expired Password or Locked Account |
|---|---|
| **Step 1** | Open a web browser and navigate to https://passwordreset.nycha.info<br>**You will see the page below:**<br>  |
| **Step 2** | Enter your **NYCHA email address** in the textbox under "Email or Username". |
| **Step 3** | Complete the CAPTCHA by entering the characters in the picture in the textbox and click **Next**.<br>*If you need to use the audio CAPTCHA, click on the speaker icon and enter the words spoken in the textbox.* |
| **Step 4** | You will see a screen like the one below.<br>Select "I know my password, but still can't sign in" and click **Next**.<br>  |

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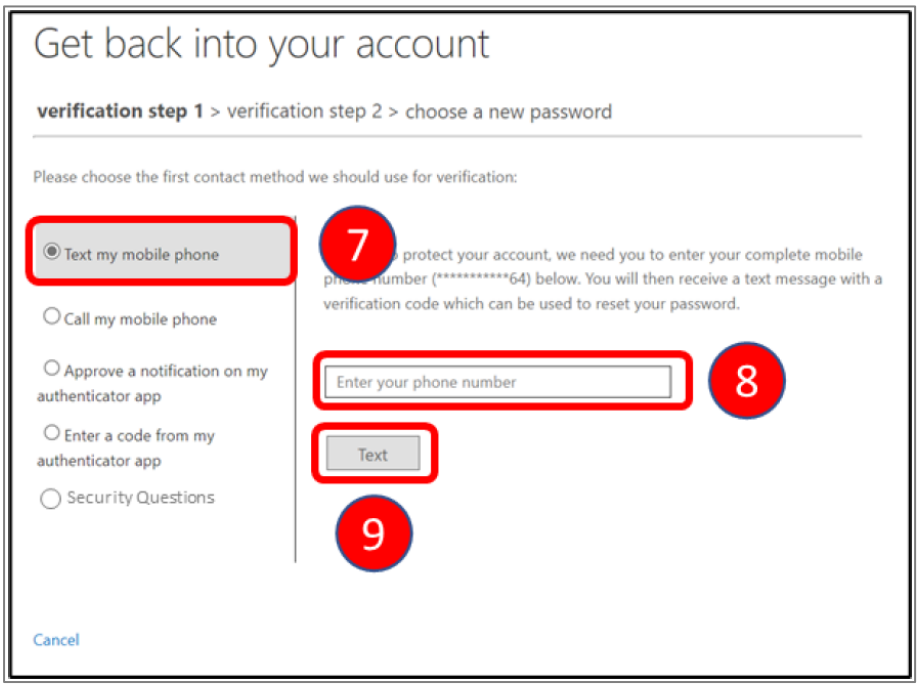
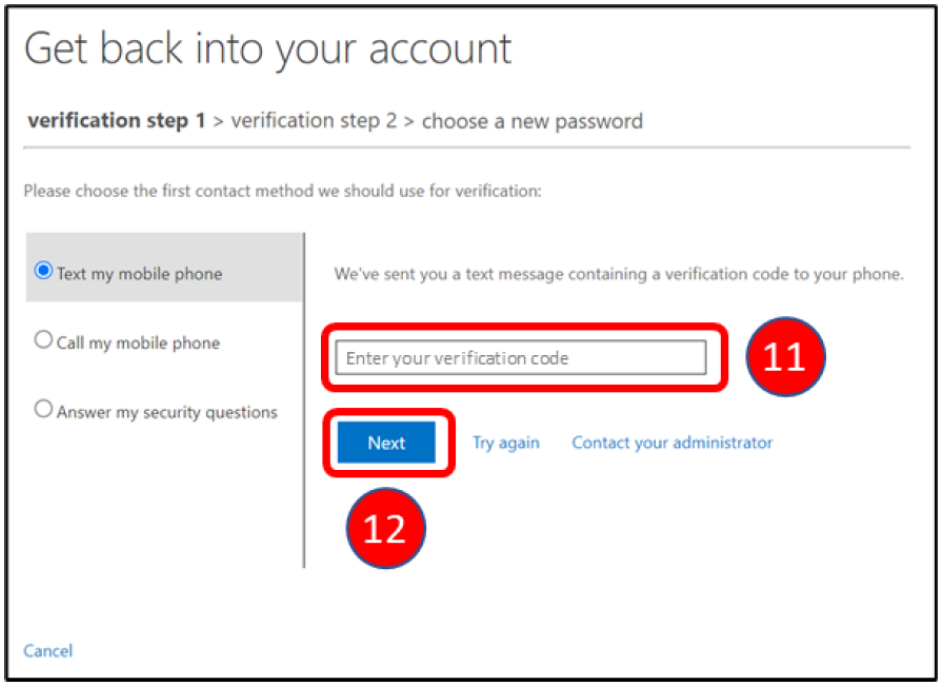
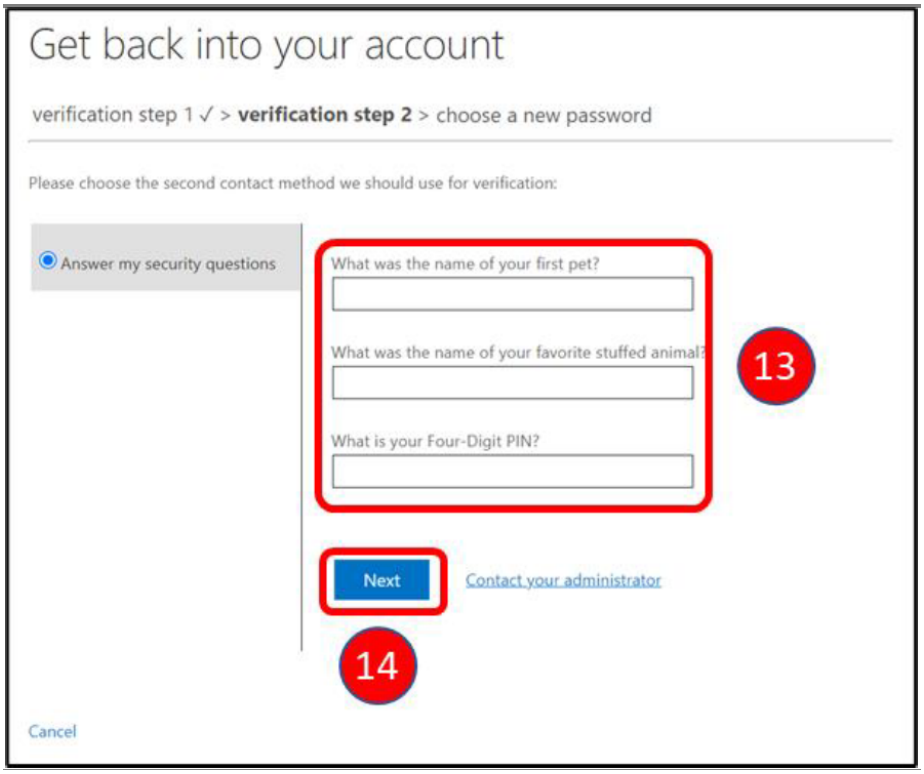
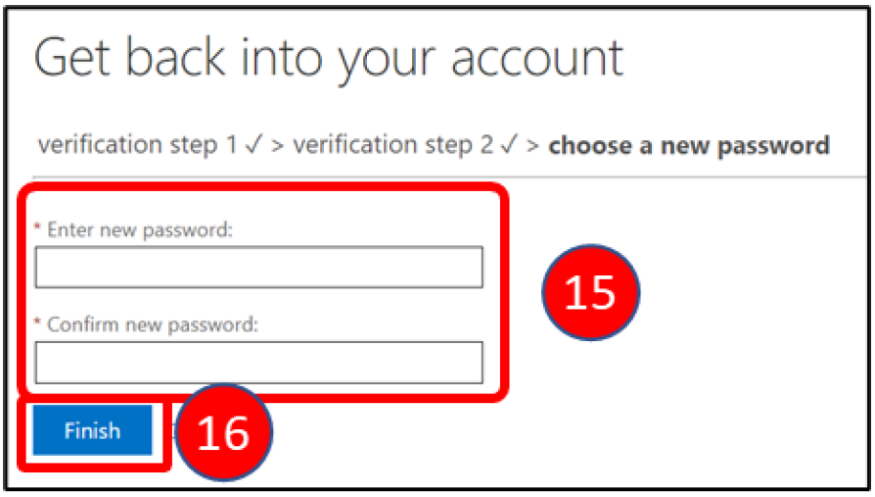
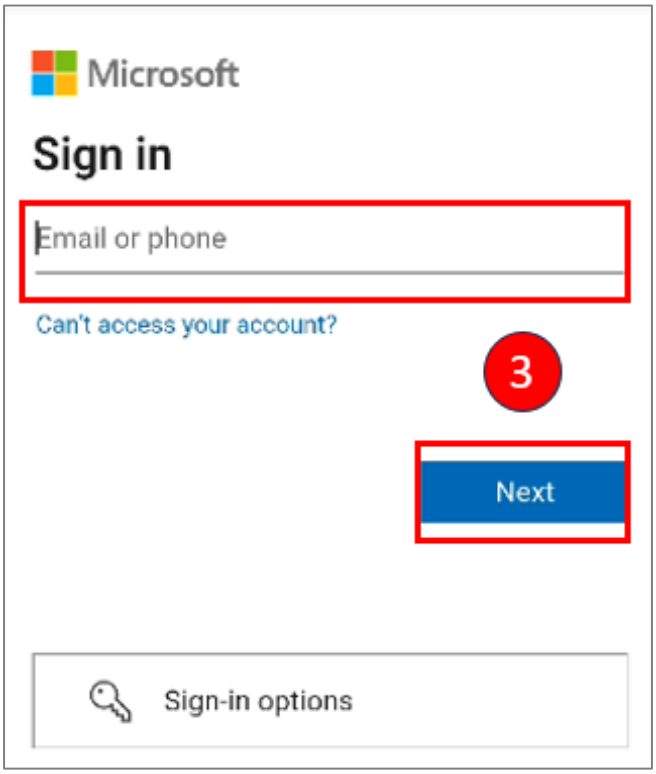
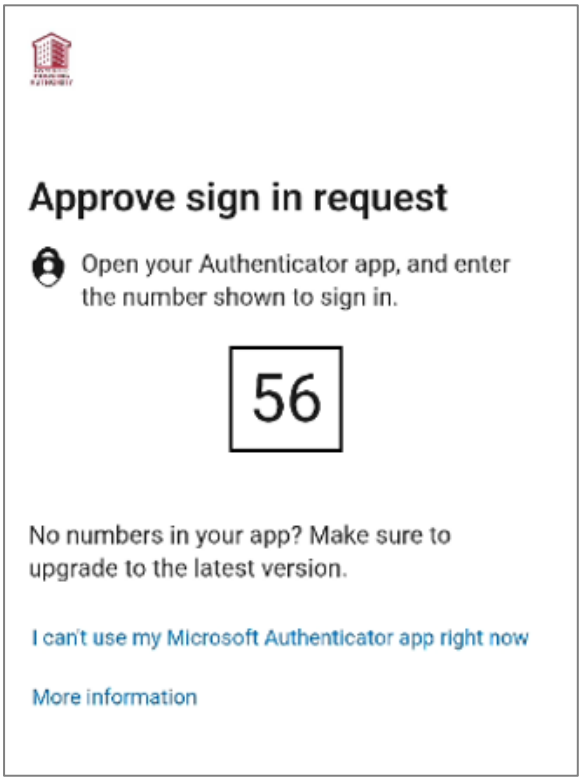
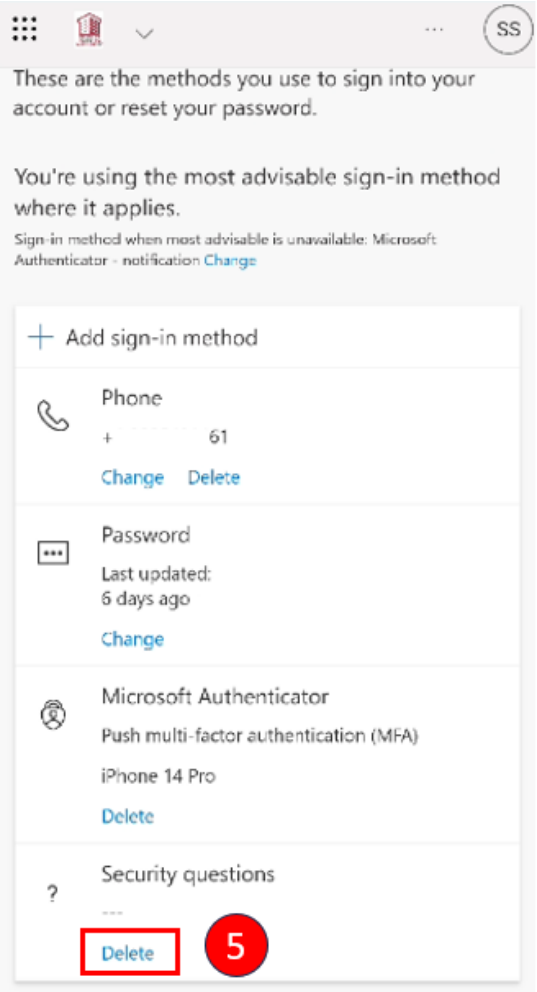
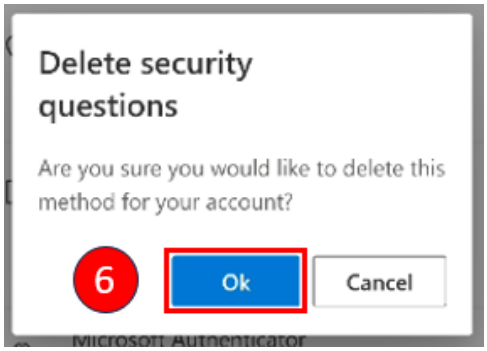
|---|---|
| **Step 5** | On the next screen, choose one of your verification methods from the list on the left.<br><br>Select your verification method by clicking on its label; you'll know it is selected when the circle to the left of the label becomes blue.<br><br>Once a method is selected, enter any required information and/or click on the button on the bottom of the right panel when ready (methods that require more information will display a grey button until the information required is entered; only after the required information is entered will the button display as blue).<br><br>  <br><br><br>**Note:** If you choose a phone verification method, you will need to enter the associated number (within the description, the last two digits of the number will be available for reference).<br><br>  <br> |

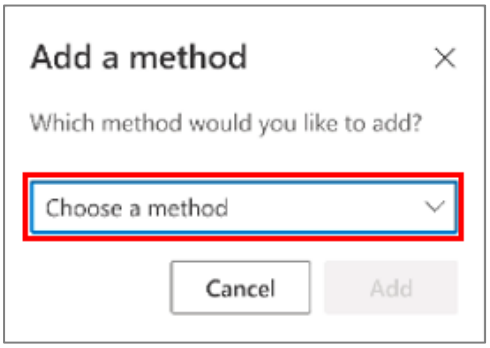
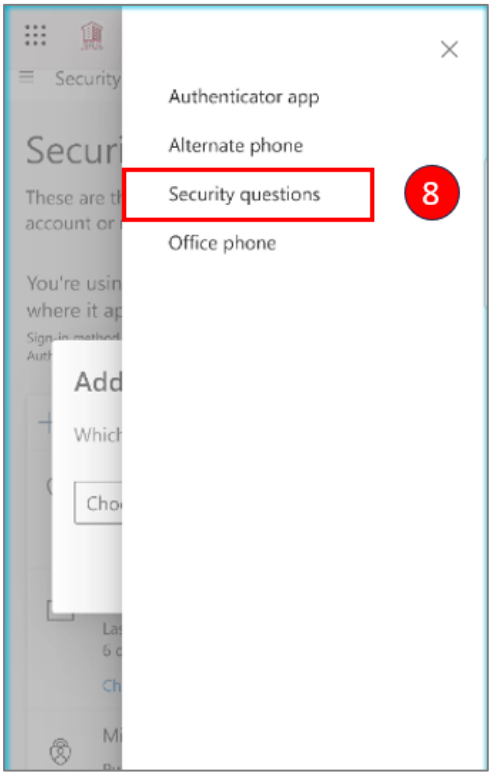
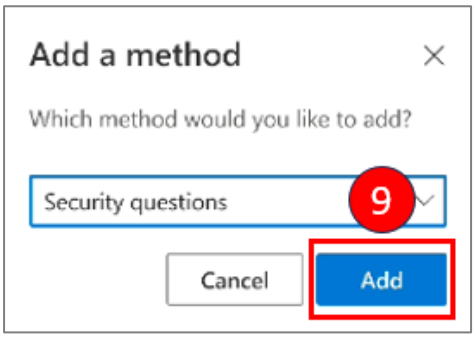
| Step # | Instructions for Resetting an Expired Password or Locked Account |
|---|---|
| **Step 6** | On the next screen, repeat the process and verify using a second method.<br>  |
| **Step 7** | Create a **new password**.<br>Make sure your password is **15 characters long** and meets **three** of the following complexity requirements:<br>• Includes uppercase letters (e.g., A-Z)<br>• Includes lowercase letters (e.g., a-z)<br>• Includes numbers (e.g., 1-9)<br>• Includes a special character (e.g., @, $, !, etc.)<br>Once you enter and confirm your password, click **Finish**.<br>  |

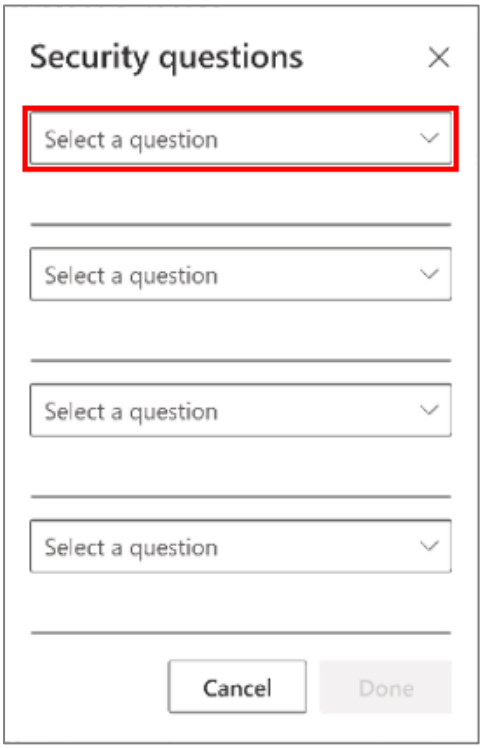
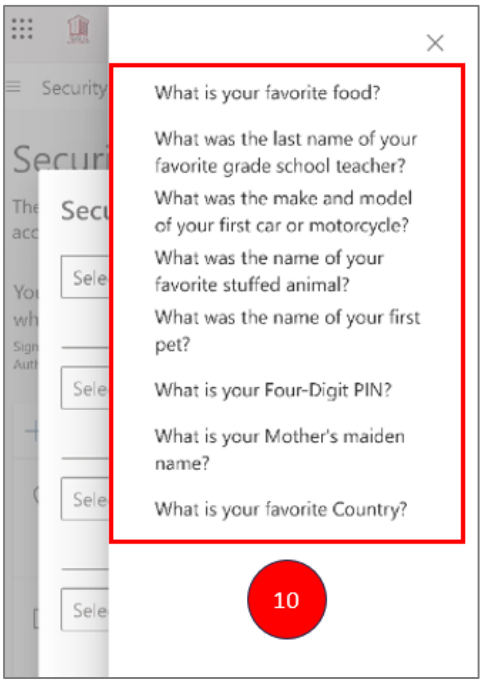
| Step # | Instructions for Resetting an Expired Password or Locked Account |
| --- | --- |
| **Step 8** | You will see a page confirming that your password has been updated. |

| Step # | Instructions for Resetting Your Security Questions |
|---|---|
| **Step 1** | Open a web browser and navigate to https://aka.ms/security-info |
| **Step 2** | Enter your NYCHA email and click **Next**.<br>  |
| **Step 3** | You will be prompted to authenticate using the Microsoft Authenticator app or your mobile number.<br>  |

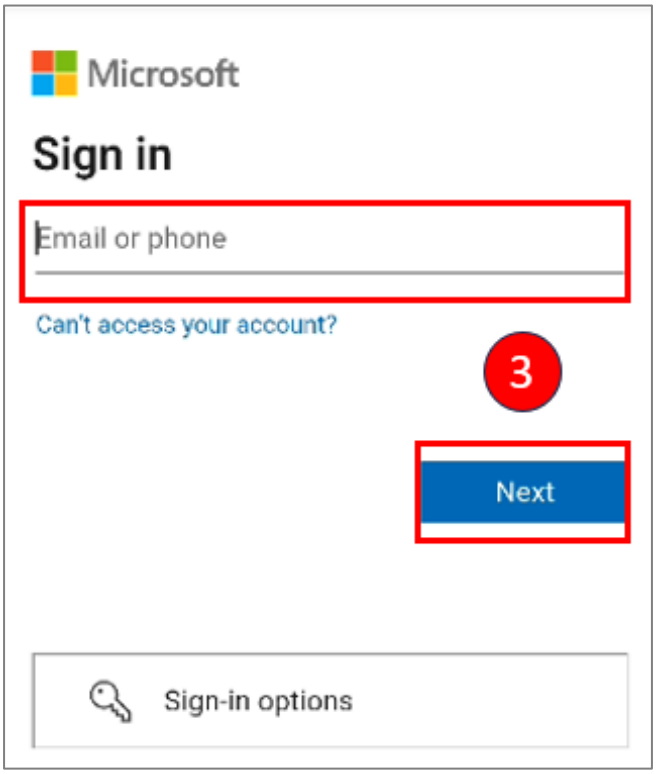
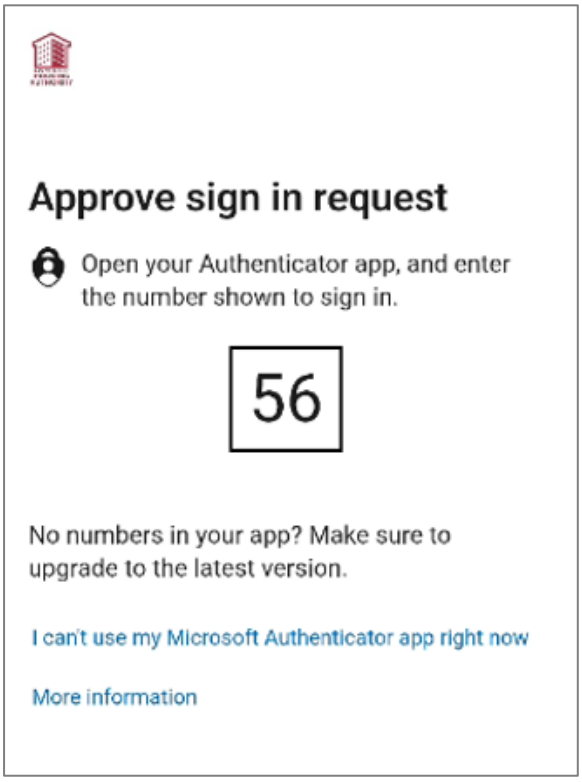
| Step # | Instructions for Resetting Your Security Questions |
|---|---|
| **Step 4** | Under the "Security Questions" section, **select "Delete"**.<br>  |
| **Step 5** | You will be prompted to confirm your decision. **Select "Ok".**<br>  <br>*You will receive a notification indicating that the security questions have been deleted.* |

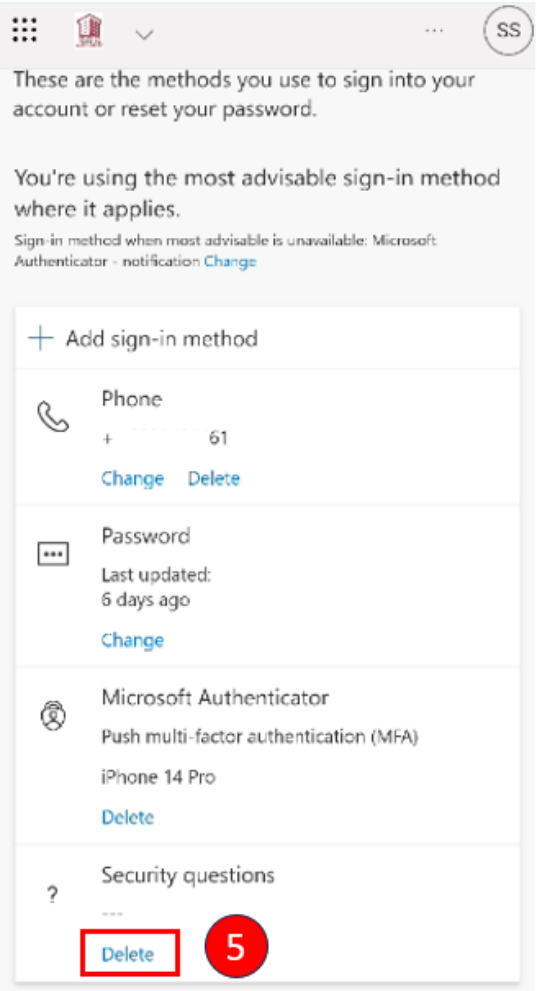
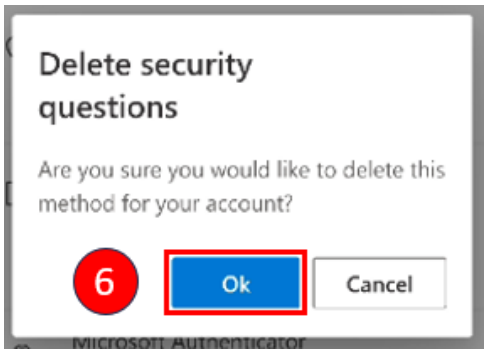
| Step # | Instructions for Resetting Your Security Questions |
| --- | --- |
| Step 7 | **Click "+ Add sign-in method".**<br> |

| Step # | Instructions for Resetting Your Security Questions |
|---|---|
| **Step 8** | A drop-down menu will display, allowing you to choose a new method.<br>**Select "Security questions" from the drop-down.**<br>  <br>  |
| **Step 9** | Select "Add".<br>  |

| Step # | Instructions for Resetting Your Security Questions |
|---|---|
| **Step 10** | On the next screen, a list of four security question drop-downs will appear.<br>**For each drop-down, select a security question and provide an answer.**<br>  <br>  |

| Step # | Instructions for Resetting Your Security Questions |
|---|---|
| **Step 11** | Once you've answered each question, **select "Done"**.<br> <br><br>***Note:*** *The answers to your questions are* ***case sensitive****, which means that* ***you must answer your questions the same way you wrote them****.*<br>***Taking a photo or writing your answers down will help you when answering them, since you can return to them later.***<br>*You will receive a notice indicating that your security questions have been successfully registered.* |

| Step # | Instructions for Resetting Your MFA |
|---|---|
| **Step 1** | Open a web browser and navigate to https://aka.ms/security-info |
| **Step 2** | Enter your NYCHA email and click **Next**.<br>  |
| **Step 3** | You will be prompted to authenticate using the Microsoft Authenticator app or your mobile number.<br>  |

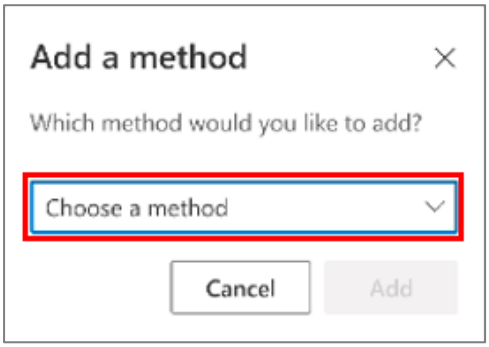
| | |
|---|---|
| **Step 4** | Under the "Security questions" section, **select "Delete"**.<br>  |
| **Step 5** | You will be prompted to confirm your decision. **Select "Ok".**<br>  <br>*You will receive a notification indicating that the security questions have been deleted.* |
| **Step 7** | **Click "+ Add sign-in method".** |

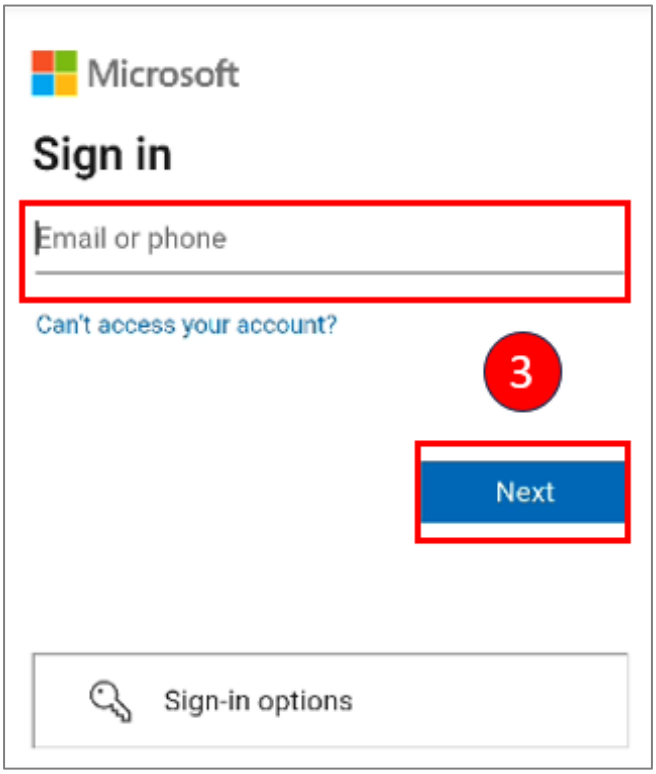
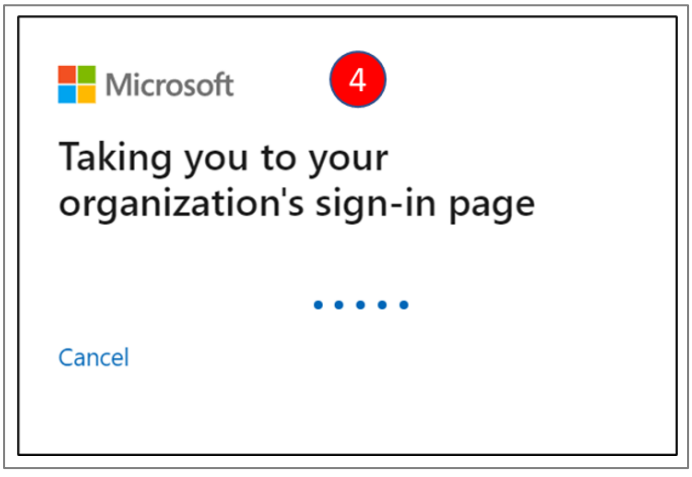
**Step 8**

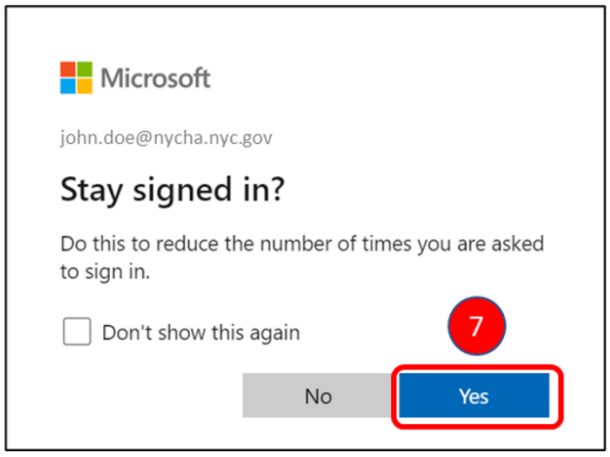
A drop-down menu will display, allowing you to choose a new method.

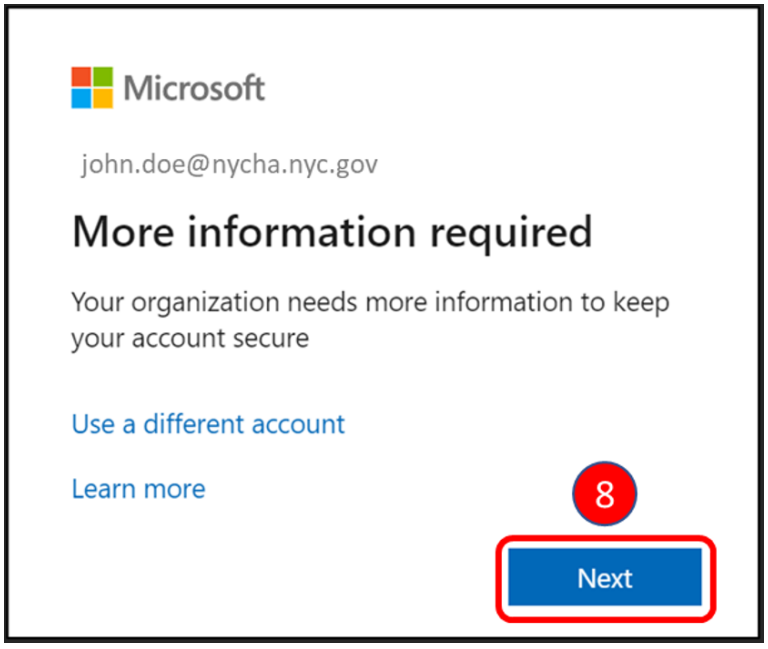
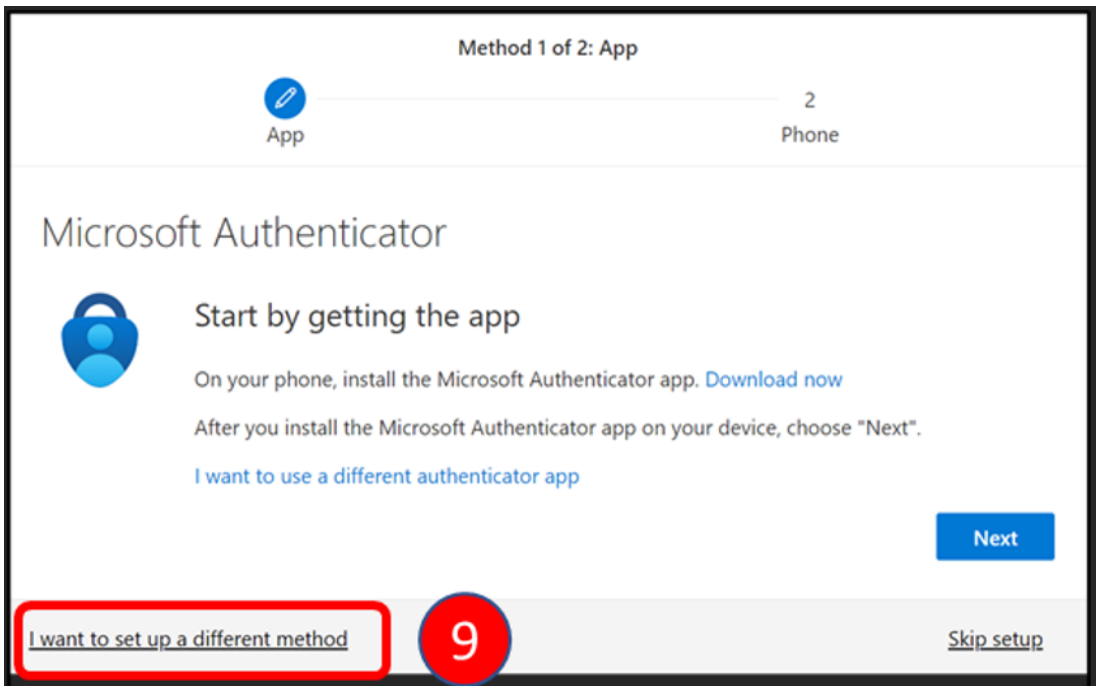
**Select which method you would like to add, including:**

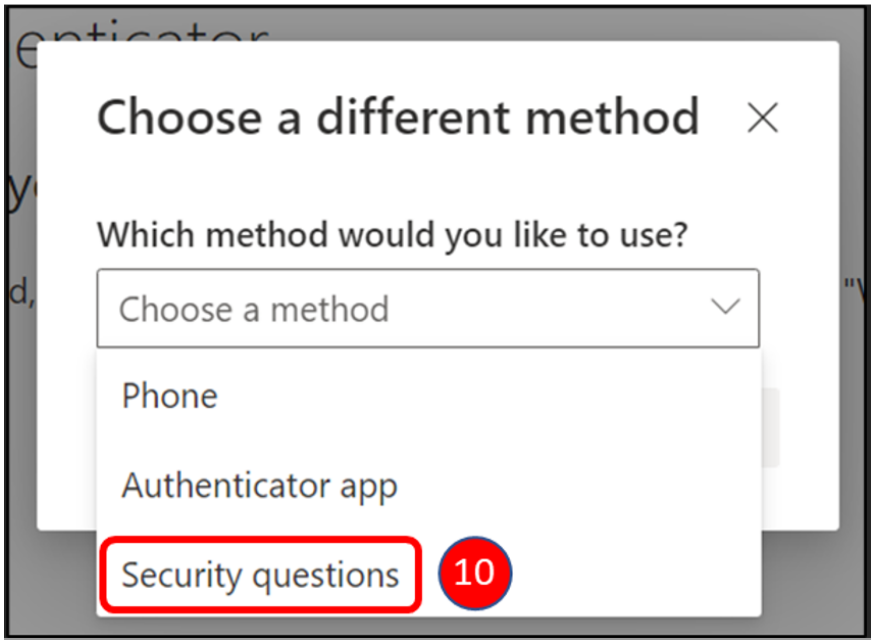
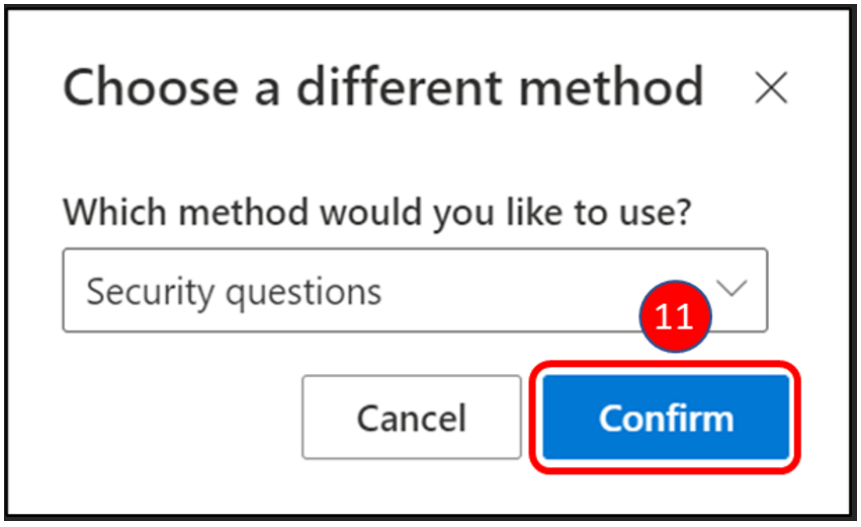
- Authenticator App
- Alternate Phone
- Security Questions
- Office Phone

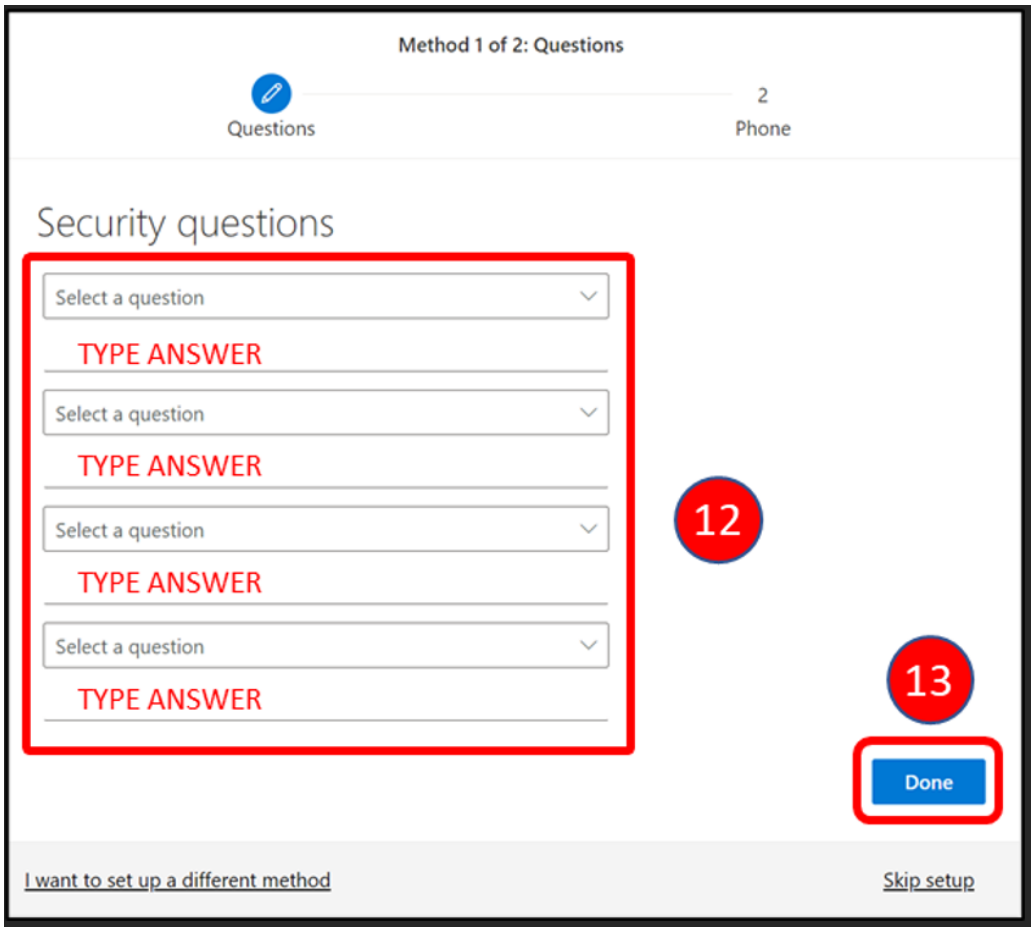


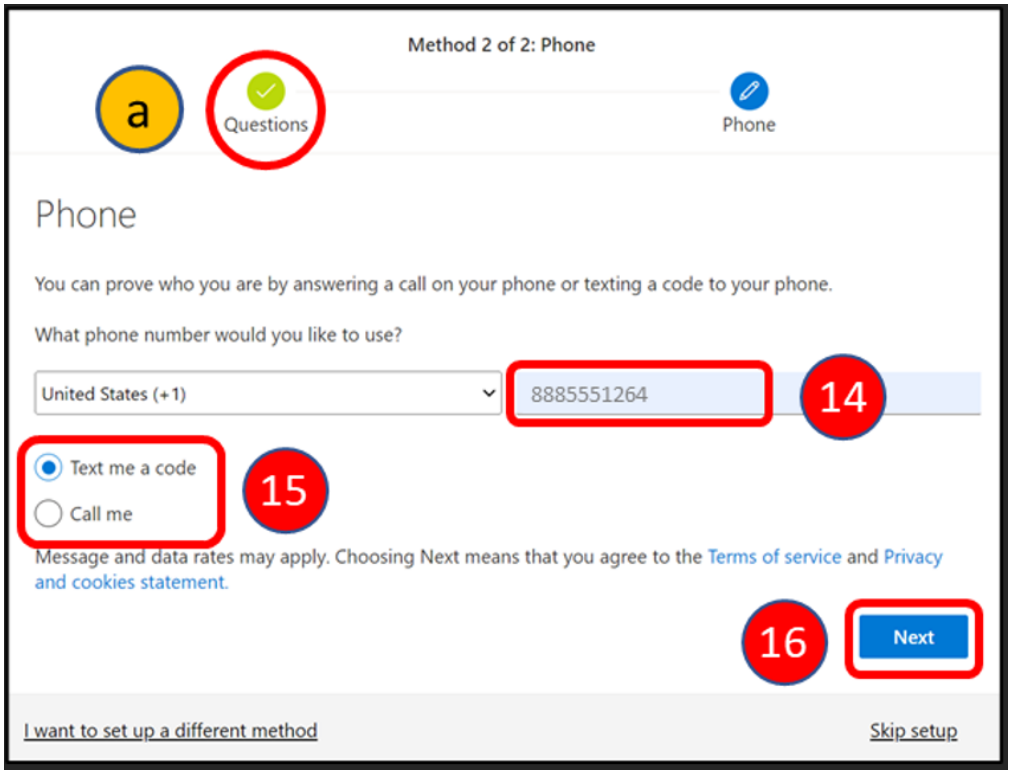
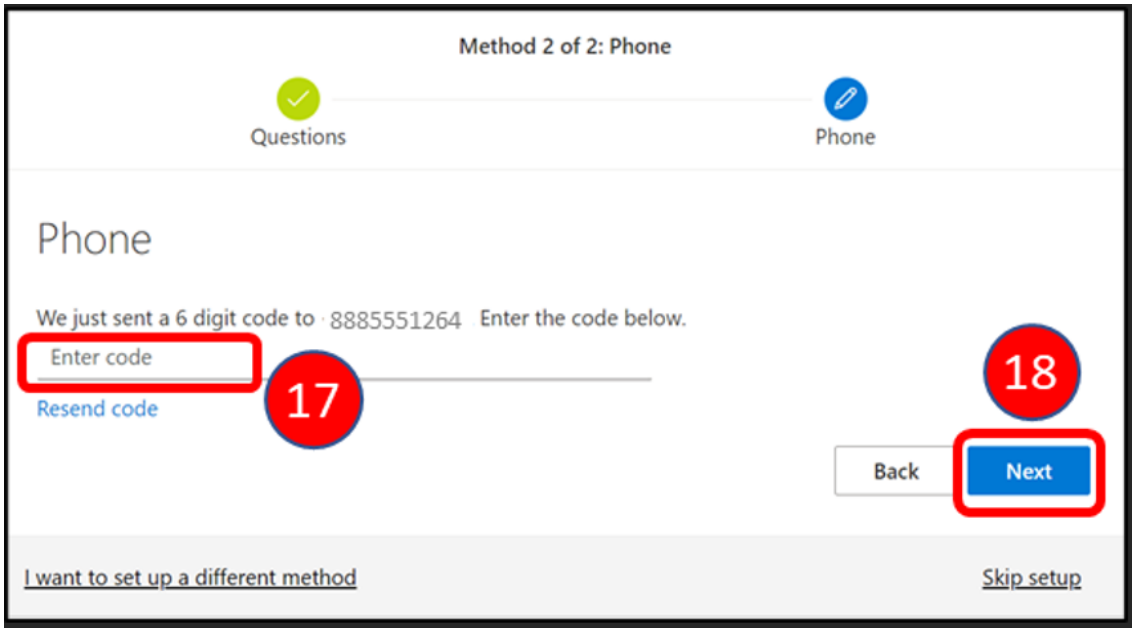
| Step # | Instructions for Setting Up SSPR (Self-Service Password Reset) |
|---|---|
| **Step 1** | Open a web browser and navigate to https://aka.ms/ssprsetup |
| **Step 2** | Enter your NYCHA email and click **Next**.<br>  |
| **Step 3** | You will be taken to NYCHA's sign-in page.<br>  |

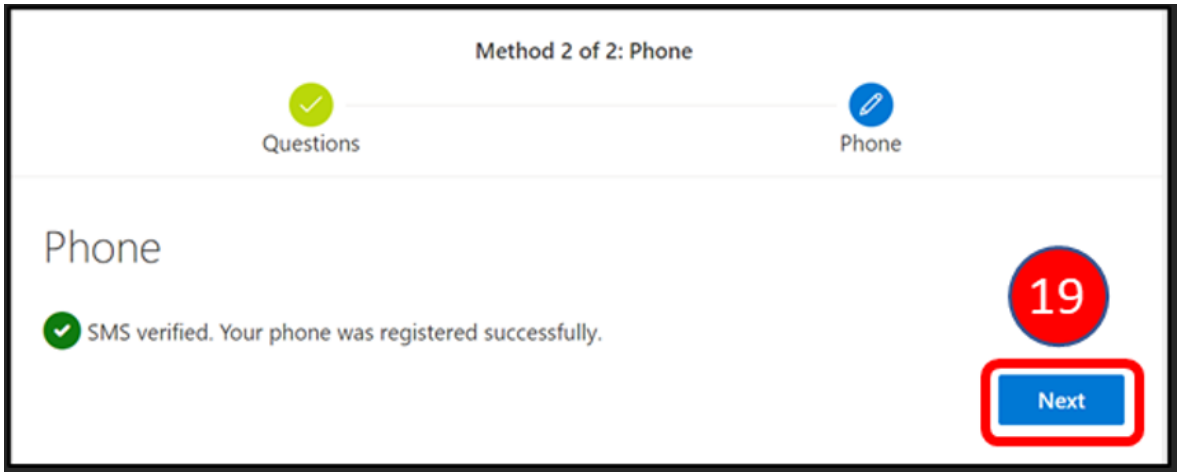
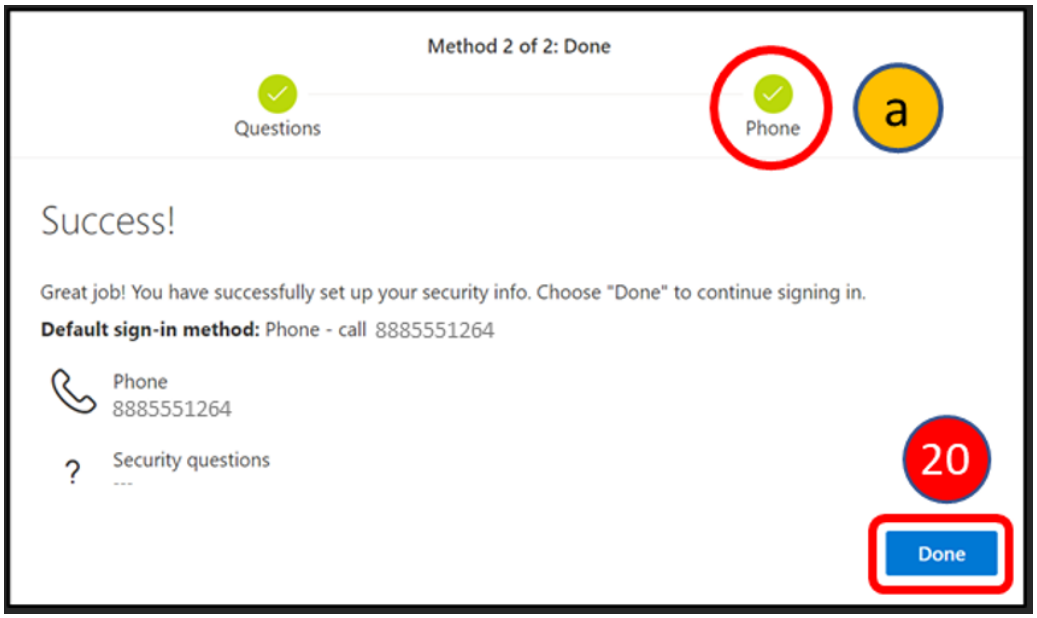
| Step # | Instructions for Setting Up SSPR (Self-Service Password Reset) |
|---|---|
| **Step 4** | Enter your NYCHA **email address** and **password**.<br> |
| **Step 5** | When prompted to “Stay signed in?”, **click “Yes”**.<br>  |

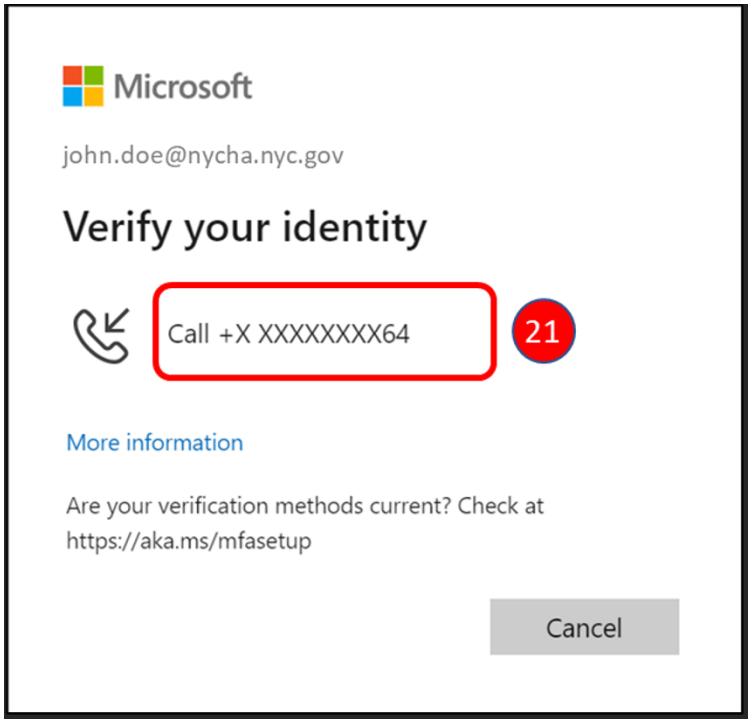
| Step # | Instructions for Setting Up SSPR (Self-Service Password Reset) |
|---|---|
| **Step 7** | A screen will display indicating "More information is required". **Click "Next"**.<br>  |
| **Step 8** | On the next screen, you will be prompted to download and install the **Microsoft Authenticator** app (which you should do).<br>If you want to continue setting up SSPR without the authenticator temporarily, **select "I want to set up a different method"**.<br>***Note:*** *You will be* ***required*** *to use the Microsoft Authenticator app in the future.*<br>  |

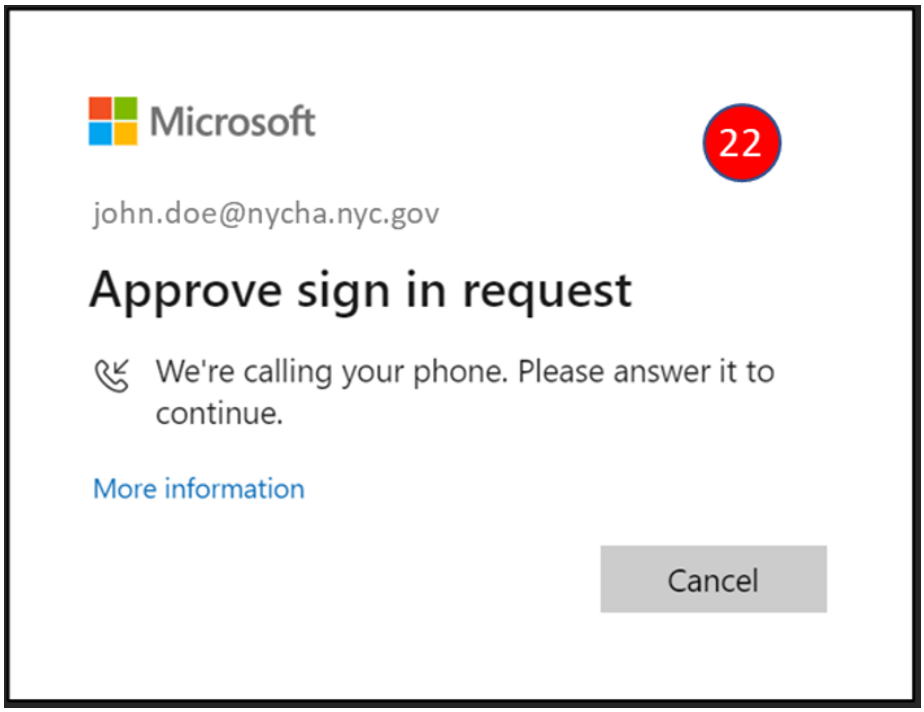
| Step # | Instructions for Setting Up SSPR (Self-Service Password Reset) |
|---|---|
| **Step 9** | A pop-up titled “Choose a different method” will appear. From the “Which method would you like to use?” drop-down underneath it, **select “Security questions”**.<br>  |
| **Step 10** | **Click “Confirm”**.<br>  |

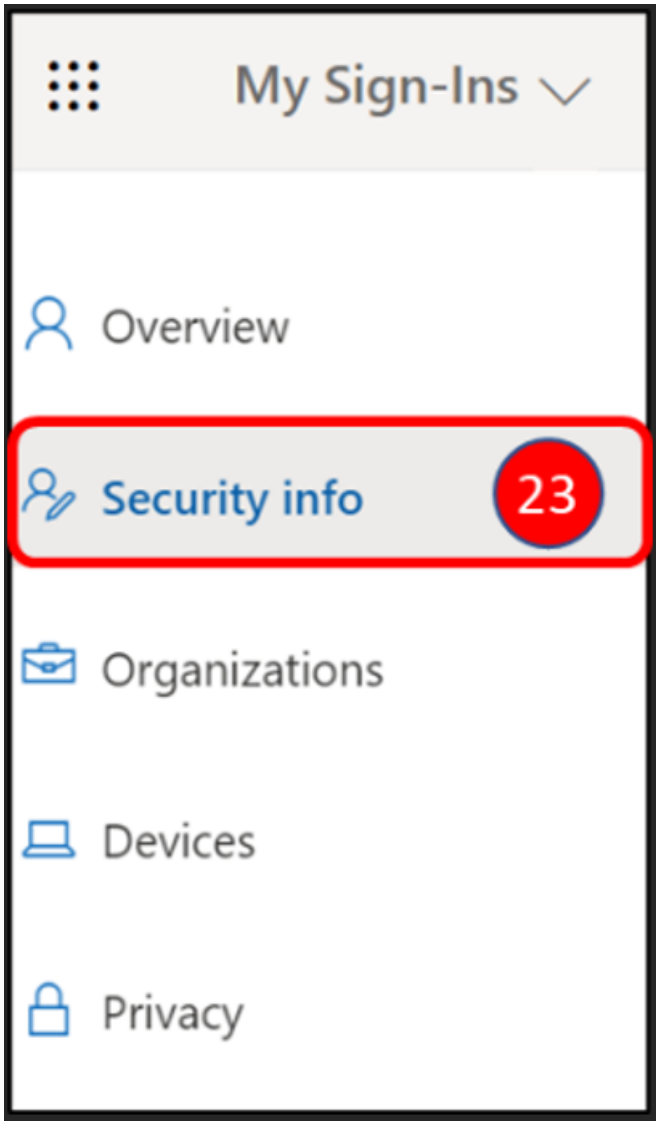
| Step # | Instructions for Setting Up SSPR (Self-Service Password Reset) |
|---|---|
| **Step 11** | On the next screen you will need to **choose four different security questions and provide an answer to each question**.<br>Once you've selected and answered each question, **click "Done"**.<br>  |

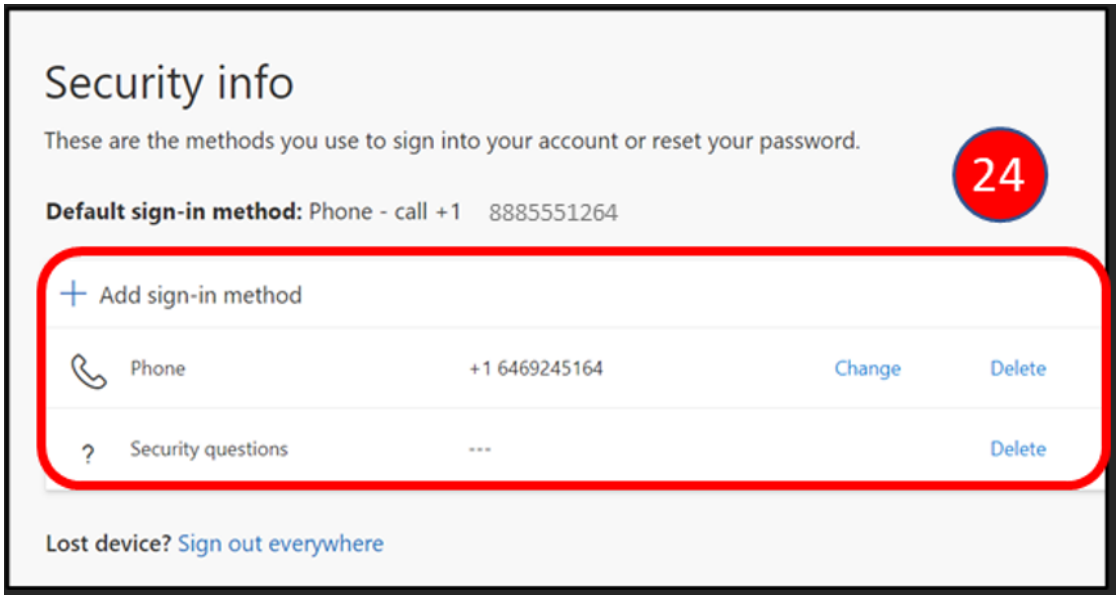
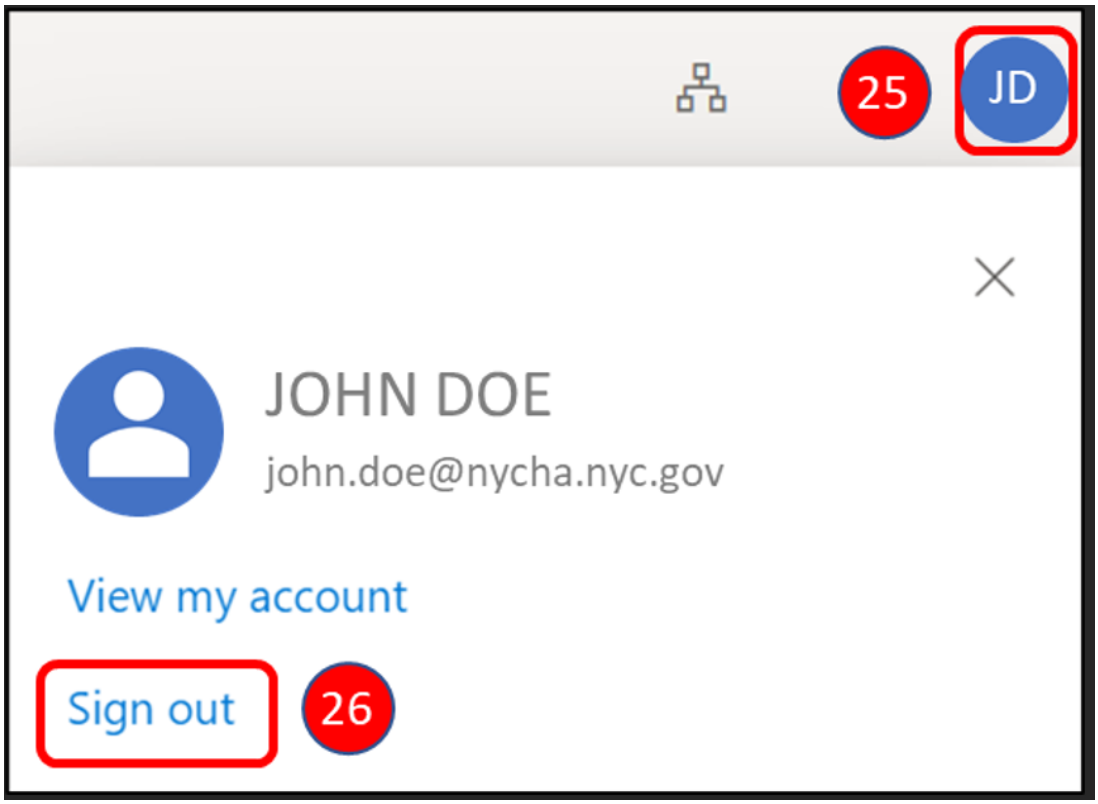
| Step # | Instructions for Setting Up SSPR (Self-Service Password Reset) |
|---|---|
| **Step 12** | You've now entered security questions as one of your verification options.<br>On the next screen, you will need to **add your phone as a second method**.<br>**Add a phone number under the "What phone number would you like to use?" label** and **choose to receive a text message or phone call**.<br>Then **click "Next"**.<br>  |
| **Step 13** | If you chose to receive a code texted to you, **enter the code** and **click "Next"**.<br>  <br>If you chose to receive a call, follow the instructions during the call to proceed. |

| Step # | Instructions for Setting Up SSPR (Self-Service Password Reset) |
|---|---|
| **Step 14** | Once you've verified your phone via text or call, you will move to a confirmation page.<br>**Click "Next".**<br>  |
| **Step 15** | You will see a "Success" page indicating you've added both MFA methods.<br>**Click "Done".**<br>  |

| Step # | Instructions for Setting Up SSPR (Self-Service Password Reset) |
|---|---|
| **Step 16** | You will now need to verify your identity using one of the two methods you've set up.<br>On the "Verify your identity" screen, you will see an option to receive a phone call to the number you provided for verification.<br>**Click "Call +X XXXXXXXX##"**<br>  |

| Step # | Instructions for Setting Up SSPR (Self-Service Password Reset) |
|---|---|
| **Step 17** | The screen will move to the “Approve sign in request” page, which will initiate a phone call to your phone number.<br>Answer the call and follow the instructions during the call.<br>  |

| Step # | Instructions for Setting Up SSPR (Self-Service Password Reset) |
|---|---|
| **Step 18** | Once verification is complete, you'll be taken to the "My Sign-Ins" page.<br>**Click "Security info" on the left navigation panel.**<br>  |

| Step # | Instructions for Setting Up SSPR (Self-Service Password Reset) |
|---|---|
| **Step 19** | You'll find both your methods displayed on the next screen.<br>  |
| **Step 20** | You can now sign out of "My Sign-Ins".<br>**Click on the profile icon on the upper-right corner of the screen** and **select "Sign out".**<br>  |

# Password Policy and Requirements

## 1. Password Requirements

When creating a password for your NYCHA account, make sure:

- Your password contains **at least** 15 characters **AND...**
- Meets at least **three** of the following complexity requirements:
    - Includes uppercase letters (e.g., A-Z)
    - Includes lowercase letters (e.g., a-z)
    - Includes numbers (e.g., 1-9)
    - Includes a special character (e.g., @, $, !, etc.)

## 2. Password Security

You are required to **keep your password confidential** at all times. **Never share your password** with anyone, including supervisors, colleagues, or other staff members. Sharing your password puts sensitive information at risk and may lead to unauthorized access to your account. If you believe your password has been compromised, you must open a ticket on **ES Connect** by visiting nychahelp.service-now.com/esc and clicking "Report an IT Issue."

You should either use a **password manager** to securely store your passwords or store them in a secure place that only you can access. If you need assistance with setting up a password manager, the IT team can help guide you.

## 3. Mandatory Email Access

You are **required to check your NYCHA email account regularly** to stay updated on work-related communications, important notices, and IT-related updates. You must check your email **at least once every day**. If checking your email daily is not possible, you must check it **at least once a month**.

If you fail to log in to your email account regularly, your account may **expire or become deactivated**. Accounts that remain inactive for long periods will be automatically deactivated for security reasons, and you may lose access to important systems and communications.

## 4. Account Responsibility

You are **responsible for knowing your NYCHA email address and password at all times**. If you forget your credentials or have trouble accessing your account, you must immediately open a ticket on **ES Connect** by visiting nychahelp.service-now.com/esc and clicking "Report an IT Issue." You can also call the **IT Service Desk** at **212-306-7000** for assistance. IT will help with resetting passwords and recovering accounts, but it is your responsibility to maintain your login information securely.

## 5. Microsoft Authenticator Requirement

For extra security, **you must use Microsoft Authenticator** for two-factor authentication when signing in to NYCHA systems. This app provides an additional layer of protection by requiring a second verification step after entering your password.

**NYCHA Mobile Device (Handheld):** If you have a NYCHA-issued mobile device, often referred to as a "handheld," you must have the Microsoft Authenticator app installed and set up on that device.

**Personal Device:** If you do not have a NYCHA-issued handheld device, you are required to download the Microsoft Authenticator app on your **personal mobile device**. While NYCHA cannot guarantee the provision of a handheld device, using the Microsoft Authenticator app on your personal device is mandatory for accessing NYCHA systems.

**NOTE:** The **Microsoft Authenticator app does not collect or store any personal data**. It is used solely for generating time-based, one-time passcodes (TOTP) for secure login. The app works as a general key logger for authentication purposes and does not track your activities or record any data outside of its intended function.

## 6. Enforcement

Failure to follow this policy may result in the loss of access to NYCHA systems, potential security risks, and other issues related to account management. You are expected to comply with this policy to help maintain the security and efficiency of NYCHA's IT environment.

## Need assistance?

For help with passwords, email access, or any IT-related issues, you can open a ticket on ES Connect by visiting nychahelp.service-now.com/esc and clicking "Report an IT Issue," or call the IT Service Desk at 212-306-7000.