

HOW TO RESET YOUR SESIS PASSWORD

SE SIS passwords expire every 90 days. Although a reminder email will be sent out ahead of the deadline, we recommend also setting a prompt for yourself on your calendar or smartphone.

- Set up security questions for your DOE account immediately, as you will need to answer these questions if you forget or need to reset your password. [Log into your account](#) to set up security questions, enter a secondary email account and provide personal details.
- If you forget your password or it lapses, visit the DOE [Password & Profile Management page](#), where you can easily reset it using one of three methods.

The screenshot shows the 'Sign In' section of the 'Password & Profile Management' page. The page header includes the NYC Department of Education logo and the title 'Password & Profile Management'. Below the header, the 'Sign In' title is followed by instructions: 'Sign in to **change** your password, **update** your security questions, **manage** your profile, and more. If you forgot your password, enter your User ID then click "Forgot password" below the sign in box.' There are two input fields: 'User ID:' with the value 'sepstein5' and 'Password:' with masked characters. A red arrow points to the 'Forgot Password' link below the 'Sign In' button. To the right, there are two informational boxes: one titled 'Step-by-Step guide to using this tool' with an 'InfoHub' link, and another titled 'Trouble signing in?' with a 'support ticket' link.

The screenshot shows the 'Reset Password' section of the 'Password & Profile Management' page. The page header includes the NYC Department of Education logo and the title 'Password & Profile Management'. Below the header, the 'Reset Password' title is followed by instructions: 'Enter your User ID, then select how you want to reset your password:'. There is a 'User ID:' input field with the value 'JDoe2'. A red box highlights the 'Reset Password Using:' dropdown menu, which is currently set to 'Reset Password Using:'. The dropdown menu is open, showing three options: 'Personal Details', 'Secondary Email', and 'Security Questions'. Below the dropdown is a 'Reset Password' button and a 'Back to Home' link. To the right, there is an 'Instructions' box with a red border, containing three bullet points: 'Reset with personal details', 'Reset with secondary email', and 'Reset with security questions'.

Answer Security Questions

1. Go to the [DOE self-service portal](#)
2. Enter your username.
3. Select Security Questions from the drop-down menu.

4. Verify the CAPTCHA.
5. Click Reset Password.
6. Answer your security questions.
7. Reset your password.
8. Click Submit.

If you have not set up your security questions, this option will not work. Please use one of the other two options. (Once you've regained access to your account, please set up your security questions. It will add extra security to your account and make it easier for you to reset your password in the future.)

Verify Personal Information

1. Go to the [DOE self-service portal](#)
2. Enter your username.
3. Select Personal Details from the drop-down menu.
4. Verify the CAPTCHA.
5. Click Reset Password.
6. Enter your last name, employee ID number, and date of birth.
7. Click next.
8. Reset your password.
9. Click Submit.

Send Email to Secondary Address

1. Go to the [DOE self-service portal](#)
2. Enter your username.
3. Select Personal Email from the drop-down menu.
4. Verify the CAPTCHA.
5. An email will be sent to the alternate email associated with your DOE account.
6. Check your email.
7. Follow the link in the email to reset your password.

If you continue to experience problems with your reset or logging in, email Fernando Acosta at facosta5@schools.nyc.gov or Hermes Dastas at hdastas@schools.nyc.gov.