Business Portal Password Reset/Unlock Account

There are two ways to reset your password:

Option #1. Change Your Password While You Are Logged In.

Option #2. Change Your Password While You Are Not Logged In (is also the unlock process).

Option #1 Change Your Password While You Are Logged In:

    a) From the Business Portal Home page while logged in click Change your password.

    b) Enter your Current Password.

    c) Enter a New Password (using the password requirements below).

    d) Confirm Password by entering your new password again.

    e) Click Submit.

Password Requirements:
- At least 8 characters
- At least 1 lower case letter
- At least 1 upper case letter
- At least 1 number
- At least 1 special character
- At most 3 repeating characters
- New and Confirm must match
- Cannot reuse current password
f) After clicking Submit, a window will open with confirmation your password has been changed.

Option #2 Change Your Password When You Are Not Logged In (can be used to Unlock an Account).

a) Navigate to portal.nysed.gov.
b) Click Reset Your Password.
c) A new window will open, enter your Username and Email
d) Click the “I'm not a robot” box. A green check box will be returned or you will be asked for more information
e) Click **Submit**

f) You will be notified that “A confirmation email has been sent to: “Your Email Address”

g) Click on **Reset Password** in the Confirmation email you received.

g) A New Password/Confirm Password window will open.

h) Enter a New Password following the password requirements.

i) Confirm Password by entering your new password again.

j) Click **Submit**.

k) To stop and go back click **Cancel**.

l) You will see a confirmation that your password has been successfully changed and to click the link to return to the NYSED Portal.