"MyPortal"
Student Login Instructions
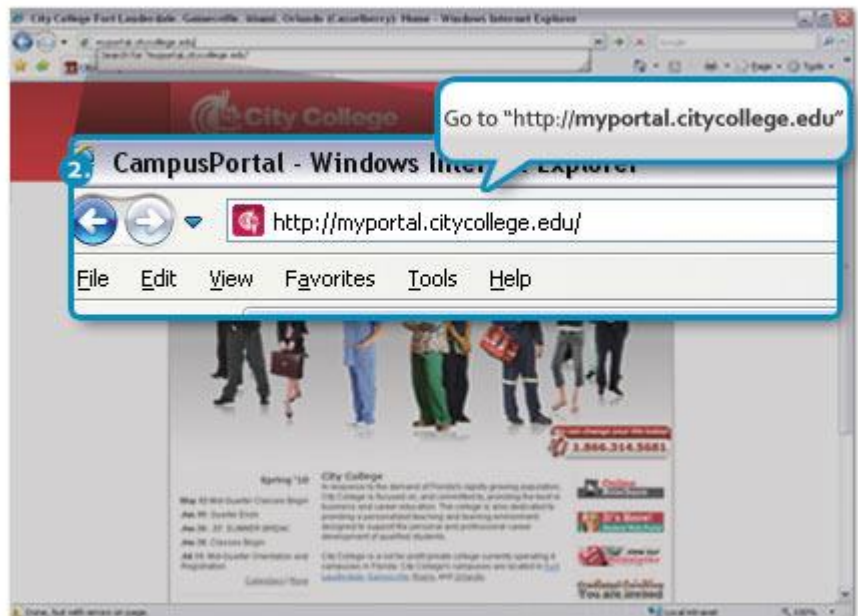
http://**myportal**.citycollege.edu →

STUDENT WEB PORTAL: LOGIN INSTRUCTIONS

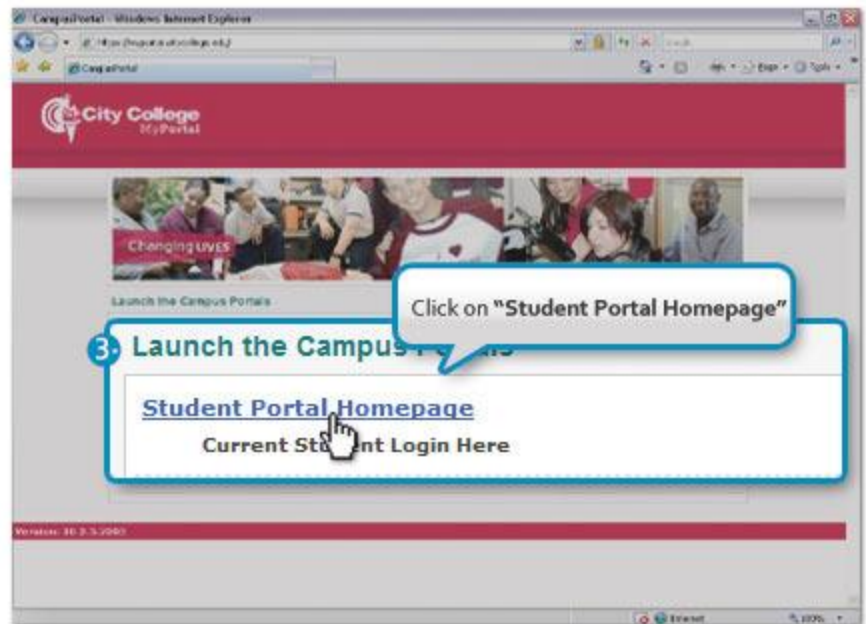**See the Registrar's Office to update your email in our records before following these steps.**

1. Open **"Internet Explorer"**

2. Type **"**http://**myportal.citycollege.edu"** in the address bar and hit the **"Enter"** key.
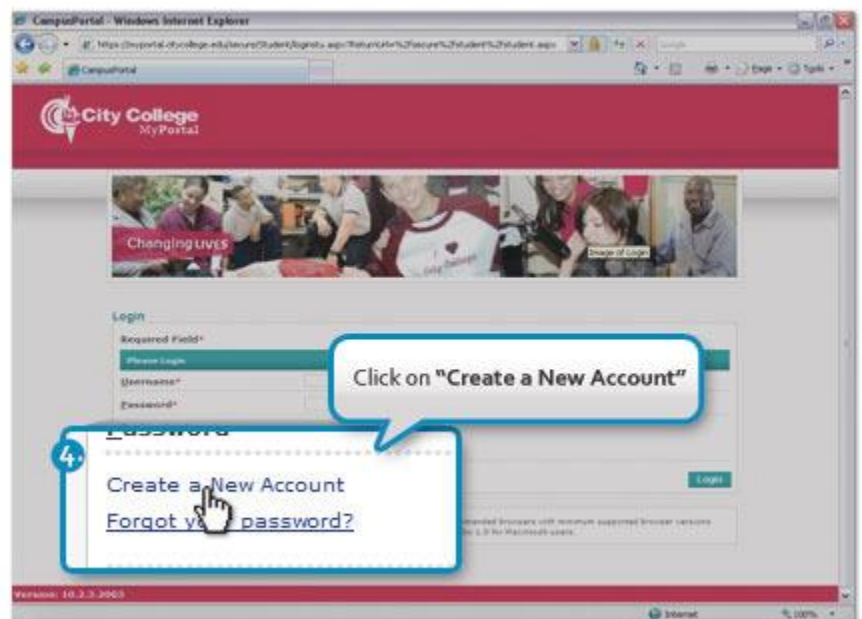
3. Click on **"Student Portal Homepage"**


4. Click on **"Create a New Account"**

   If you have already created an account, type your "Username" and "Password" then click the "Login" button.

5. Enter all the required information.

   You can **choose to enter your Social Security Number (SSN) or Student Identification (ID)** (*which you can find in your schedule sheet*). But you must enter your name as it appears on all official documents (no nicknames).

   Also, answer the Security Question(s) that will be used in case you forget your password. Please remember your answer(s).
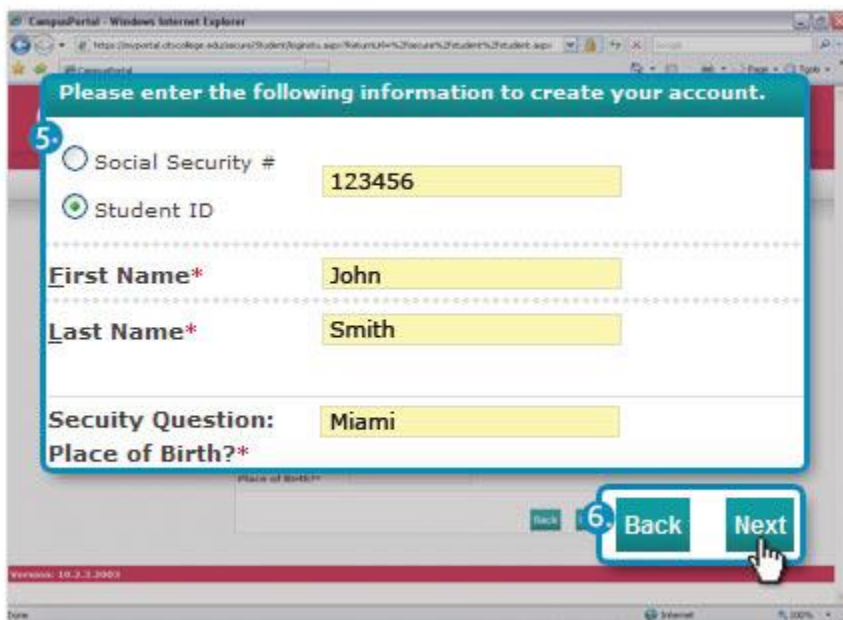

6. Once you have entered all required information, click the **"Next"** button.

7. If the system finds your school record, it will display your email address.

   In case this email is **invalid, missing or not being used** anymore **STOP** the registration process and contact the **Registrar's Office** in person as soon as possible. Then come back and continue from step 4. For security reasons, you cannot change your email on your own.
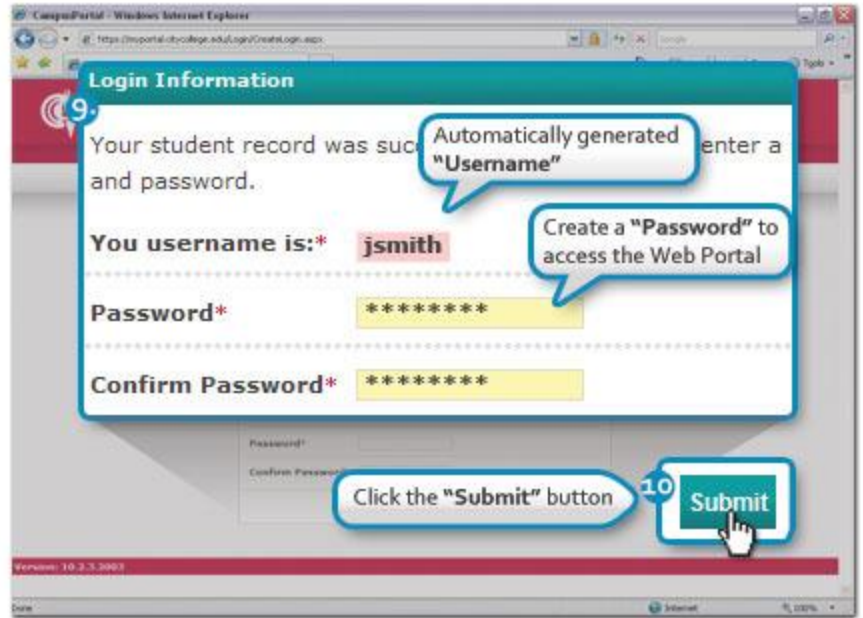

8. If the email is <u>correct</u>, click on the **"Yes"** button.
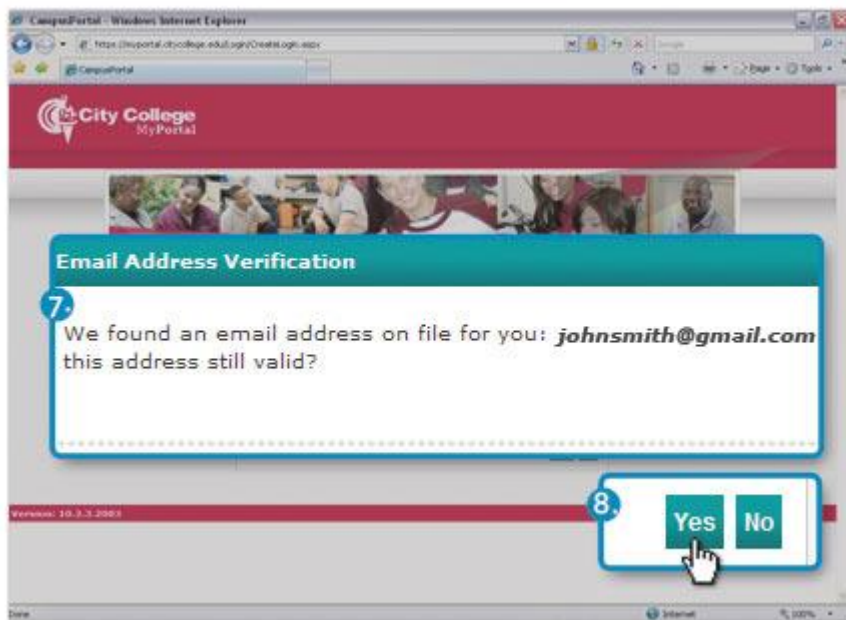
9. The system will generate your **Username** and ask you to create a **Password** to access the portal. You must enter the password twice for confirmation purposes.
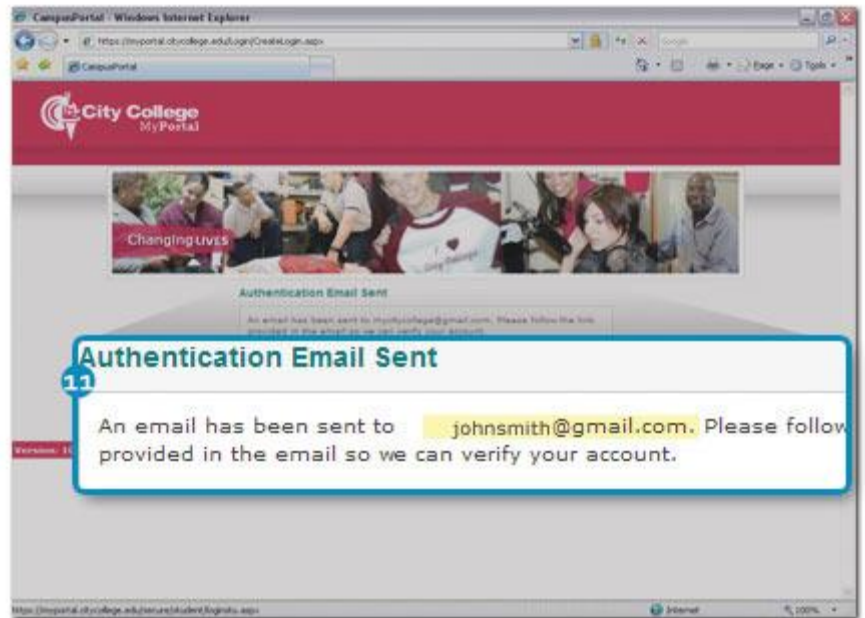
   Please **write down** your username and password and keep it in a safe place.
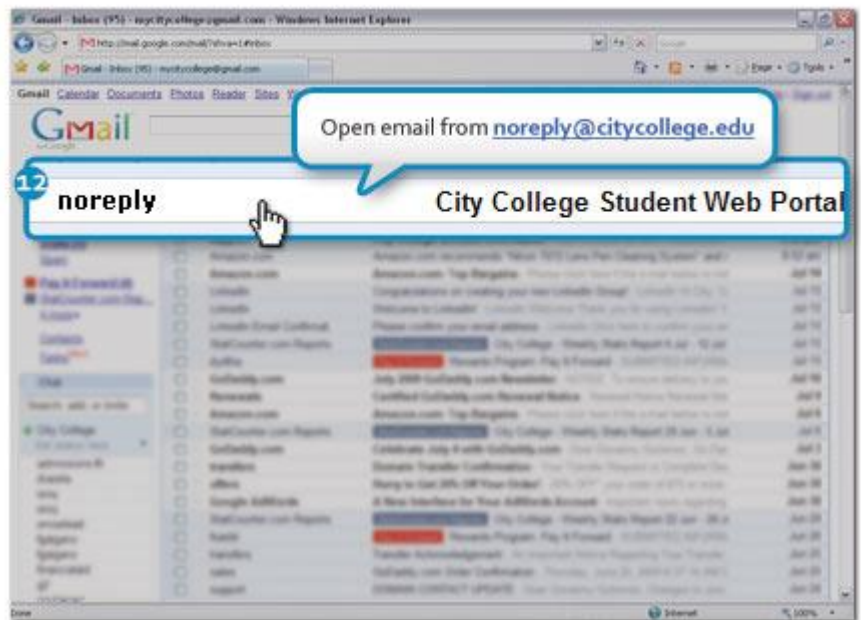
10. Click on the **"Submit"** button.

11. The system will then send an authentication message to the same email address in "Step 7"

    This is why it's important to first stop by the Registrar's office to change or update your email.
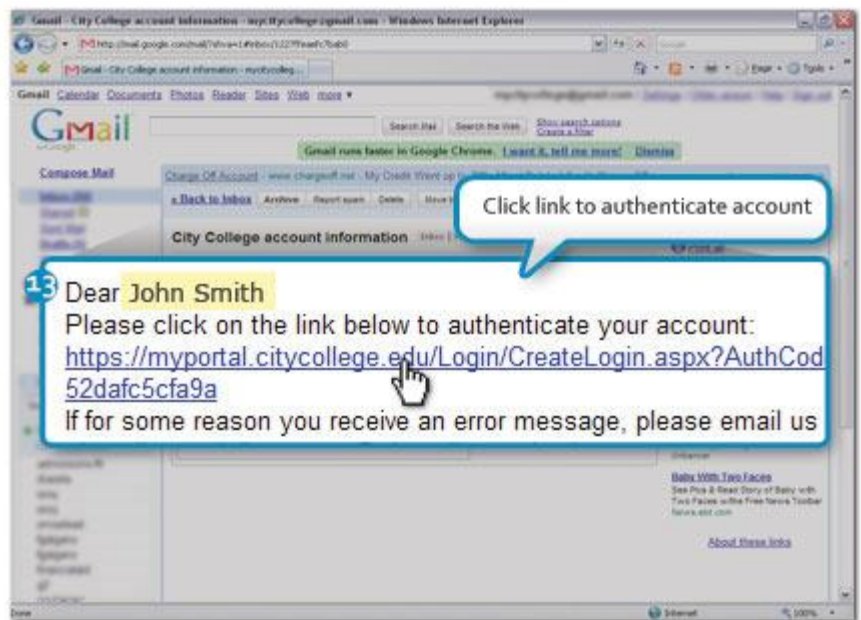
12. Check your email "Inbox" and "Spam" folder for a message from noreply@citycollege.edu.
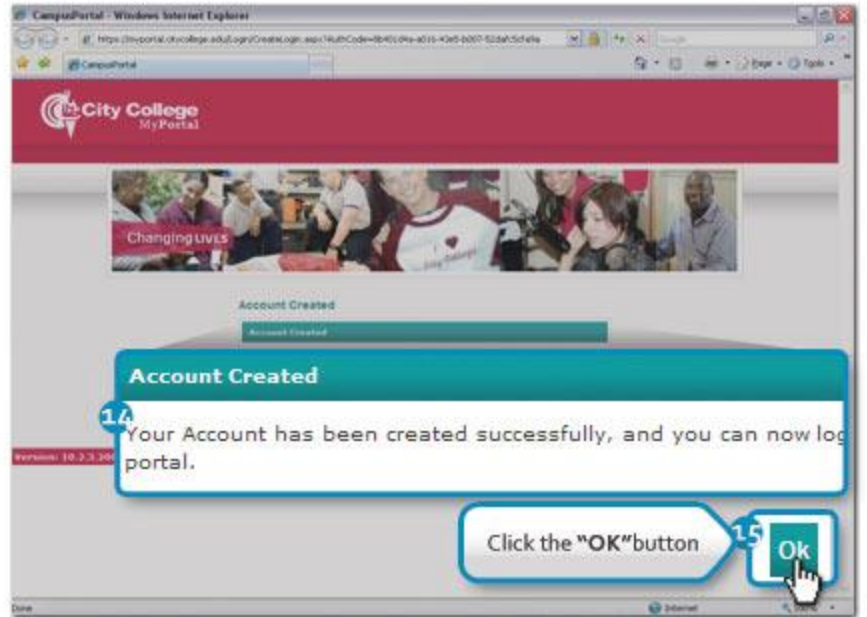

13. Click on the first link in the body of the email to authenticate your account.

    A new Internet Explorer window will open. If nothing happens when clicked, make sure to allow pop-ups in your browser from this site.
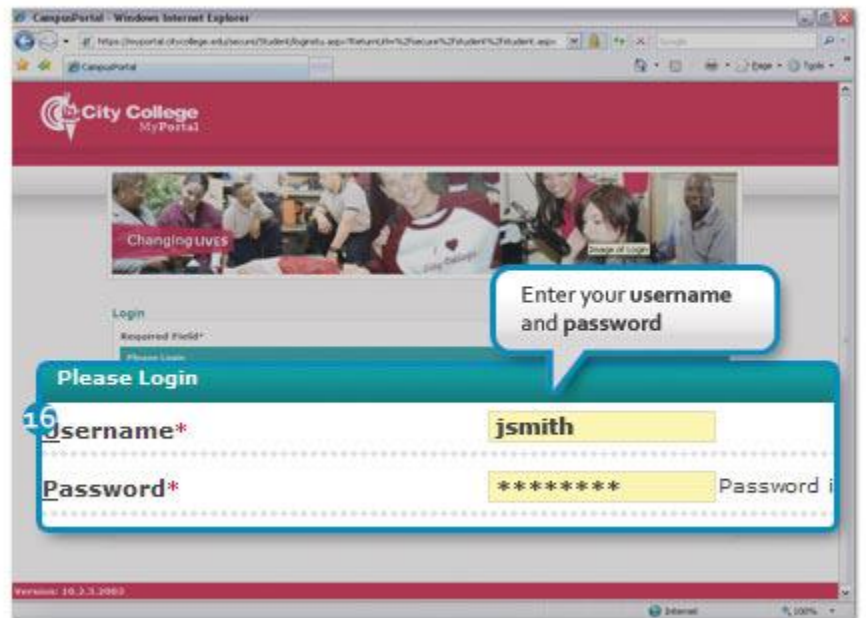
14. After clicking on the authentication link your account will be created.

15. Click on the **"OK"** button.

16. Once you do this you will be able to login to the Student Web Portal with the **Username** and **Password** from step 9.

To submit support tickets please go to **citycollege.edu/myportal/support**