myCGS Portal:
How to Reset Password

Hi there! Resetting your password for the myCGS Web Portal is quick and easy.
Let me show you how.

First, a couple of reminders:

- Change your password every 60 days and keep it private.
- If you enter the wrong password 3 times in 120 minutes, your account locks. If that happens, wait 120 minutes or use "Forgot Password."

If you forgot your password, no problem. Here's what to do:

Step 1: Go to mycgsportal.com and click Log In to myCGS.

Step 2: On the login screen, click Forgot Password.

Step 3: Enter your User ID and click Next.

Step 4: Answer your 3 security questions and click Submit.

Step 5: Check your email for a reset link. Click it to open the Change Password screen.

Step 6: Enter your User ID again.

Step 7: Choose a new password—either the suggested one or create your own.

Step 8: Confirm your password and click Submit.

Your new password must:

- Be at least 8 characters
- Start with a letter
- Include uppercase, lowercase, a number, and a special character
- Be different from your last 6 characters and not match any of your last 12 passwords.

And that's it! Resetting your password is simple. Thanks for watching and keeping your account secure!