

Kingsborough Community College ReACT Self-Serve Password Reset System

The ReACT system allows you to change your password, reset your locked account, and set up personal challenge questions for your college email. You must go through the initial setup of your Challenge Questions before it will allow you to reset your password.

If you do not have access to this information, stop now and contact the help desk at (718)368-4840 or HelpDesk@kbcc.cuny.edu to have your password reset for you.

To proceed, go to: [ReACT SelfServe Portal](#)

Under the heading of "Password Reset", click on "Go to Reset Tool"

The screenshot displays the ReACT Self-Serve interface. At the top is the Kingsborough Community College logo with the tagline "DREAMS BEGIN HERE". Below the logo is a navigation breadcrumb: 1 Home, 2 Login, 3 Confirm, 4 Configure, 5 Review. A "Help with this page" button is also present. The main content area is titled "Selfserve" and includes a brief description: "ReACT Selfserve allows you to configure your ReACT profile, update your authentication methods, and reset or unlock Network accounts." There are four main service tiles: "New User Setup" (with a person icon), "Update Profile" (with a speech bubble icon), "Password Reset" (with a key icon), and "Account Unlock" (with a padlock icon). Each tile contains a short instruction and a "Go to [Tool Name] Tool" button. A yellow arrow points to the "Go to Reset Tool" button in the Password Reset tile. At the bottom left, there is a "Language Selection" dropdown menu set to "English". At the bottom right, it says "POWERED BY: ReACT" with the ReACT logo.

Under Login, enter your ReAct User ID (Your KB ID or first initial + lastname) and click "Continue"

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★ DREAMS BEGIN HERE ★

1 Home **2 Login** 3 Confirm 4 Configure 5 Review

Help with this page

Login


Enter your ReACT ID and click 'Continue'.

* Required

* ReACT ID:

Note: You can utilize email address, or system account(s) to identify yourself to ReACT in place of your ReACT ID.

Cancel Previous **Continue**

POWERED BY:


Then under Confirm ReAct ID, select "Authenticate with Active Directory" and click "Continue".

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1 Home 2 Login 3 **Confirm** 4 Configure 5 Review

Help with this page

Confirm ReACT ID

Select your authentication method, provide the requested information, and click 'Continue'.

* Required

Authenticate with Active Directory

Authenticate with E-Mail

Cancel Previous **Continue**

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Input KB User name (Usually your First initial + Last name) and Password then click "Continue"

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★ DREAMS BEGIN HERE ★

1 Home 2 Login 3 **Confirm** 4 Configure 5 Review

Help with this page

Confirm ReACT ID

Select your authentication method, provide the requested information, and click 'Continue'.

* Required

Authenticate with Active Directory

KB ▾

*User Name:

*Password:

Authenticate with E-Mail

Cancel Previous **Continue**

POWERED BY: REACT

If this is your first time, the system will require you to setup three challenge questions. You must enter each answer twice in the provided boxes, once in "Answer #1" and again in "Retype #1". Select the question from the drop down menu and enter your unique response in both boxes provided. Your responses will be masked so that other users cannot read them while you are entering them. Click "Continue" when you are ready to proceed.

Challenge Questions

Configure your challenge questions below.

Challenge Question Rules

- ⚠ All question and answer fields must be completed.
- ⚠ Answers and confirmed answers must match.
- ⚠ Duplicates are not allowed.
- ⚠ Answers are not case sensitive.

** Enter your own challenge questions or select from the dropdown list if you do not wish to.*

** All questions must be at least 10 characters in length. All answers must be at least 3 characters in length.*

*Question #1:

*Answer #1:

*Retype-Answer #1:

*Question #3:

*Answer #3:

*Retype-Answer #3:

*Question #2:

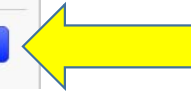
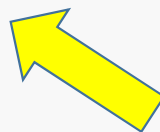
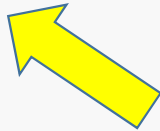
*Answer #2:

*Retype-Answer #2:

Cancel

Previous

Continue



After you have completed the one-time Challenge Question setup, you will be asked to set an alternate email address. This is optional and you may skip this step. To continue on, click on "Continue" if you have added an alternate email address or "Skip" to skip this step.

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1 Home 2 Login 3 Confirm **4 Configure** 5 Review

Help with this page

Configuring Email Authentication

If you would like to leverage e-mail authentication, configure your e-mail below.

E-Mail Support

Primary E-Mail:
Howard.Wong@kbcc.cuny.edu

Alternate E-Mail

Cancel

Previous

Continue

Skip

POWERED BY:

Next you will be asked to set phone number. This is optional and you may skip this step. To continue on, click on "Continue" if you added a phone number or "Skip" to skip this step.

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1 Home 2 Login 3 Confirm **4 Configure** 5 Review

Help with this page

Configuring SMS Authentication

If you would like to leverage SMS authentication, configure your cellular phone number and carrier below.

SMS Support

Phone Number:


Select Your Cell Carrier:

Cancel

Previous

Continue

Skip

POWERED BY: 

Now you may proceed, to the actual password reset feature. Enter a password that follows the password rules and retype to confirm in the "Confirm Password" box. Then click on the "Reset" button to reset your password. Congratulations, you have finished resetting your password. After you have completed this process, you can Just close down the ReAct window by clicking on the "X" to close the window.

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★ DREAMS BEGIN HERE ★

1 Home 2 Login 3 Confirm 4 **Configure** 5 Review Help with this page

Create a New Password

Enter in a new password following the rules below, and click 'Reset'.

* Required

Password Rules:

- ✗ Passwords must match.
- ✗ At least 8 characters in length.
- ✓ No more than 32 characters in length.
- ✗ At least 3 of the following rules.
 - ✗ At least 1 uppercase character(s).
 - ✗ At least 1 lowercase character(s).
 - ✗ At least 1 number(s).
 - ✗ At least 1 symbol(s).

*Password:

*Confirm Password:

Selected Account(s)

User Name	System Name
	KB

Cancel Previous Reset

