How to Reset Your PIN in myGateway

Enter in your User ID or SSN.

Click on PIN Reset directly below the Cancel button.

Enter in the last 4 digits of your Social Security Number (SSN) or your Banner ID number.

Enter in your e-mail address.

Please note: In order for this to work you have to have your e-mail address registered in Banner. If you do not, you will have to call your campus STAR helpdesk number:

- Cypress: 714-484-7346
- Fullerton: 714-992-7075
- SCE: 714-808-4679

After clicking on submit, and if the information matches what is in Banner, you will receive a PIN reset key in your e-mail.
Open the e-mail to get the key and use it to reset your PIN:

Your PIN is then reset to your six-digit birthday (MMDDYY).

Click on “login to myGateway” to be taken back to the login screen. Enter in your D or SSN and your default password.

Once you have signed into myGateway, we highly recommend that you change your password to something other than the default password.

To change your PIN, click on “Change PIN” in the Personal Information Channel located on your Student, Faculty or Employee tab.