CUNYfirst FAQs

STUDENTS

1. WHAT IS CUNYfirst?

CUNYfirst is the name of CUNY’s new information management system, where all of your academic and financial records will be kept, providing easier access to information about all areas of your educational career at CUNY.

Student Benefits of CUNYfirst <pdf>

A CUNYfirst Introduction Video can be viewed here.

2. WHICH BROWSER IS RECOMMENDED FOR CUNYfirst ACCESS?

- Internet Explorer 6.0+
- Mozilla Firefox 3.6+

*Note: Pop-ups must also be enabled.

3. HOW DO I GAIN ACCESS TO CUNYfirst?

DO YOU HAVE A CUNYfirst ACCOUNT FROM ANOTHER COLLEGE?

If you already have a CUNYfirst account through another CUNY college, your CUNYfirst User ID and password will work at SPS and at any CUNY institution. Sign in at https://home.cunyfirst.cuny.edu.

ARE YOU NEW TO CUNYfirst?

If you are a first time user of CUNYfirst, you will need to establish your CUNYfirst account and claim your Empl ID. To claim your CUNYfirst Empl ID and establish your account:

- Go to https://home.cunyfirst.cuny.edu
- Click the “First Time Users” line at bottom of page
- Enter your first name, last name, date of birth, and last four digits of your social security number
- Click “OK”
- Select five Challenge Questions and Answers
  - Be sure to note your questions and answers and keep them somewhere safe, so that you can refer to them in the future should you forget your password.
- Choose a password
- Click “OK”

Be sure to note your Empl ID and keep it somewhere safe. You may be asked to use it to access your account in the future, should you forget your password and/or challenge questions.

A CUNYfirst – Getting an Account/First Time User Video can be viewed [here](#).

**4. WHAT ARE THE PASSWORD REQUIREMENTS FOR CUNYfirst?**

- Passwords must be at least eight characters long and must include at least one uppercase letter AND at least one numeric OR one special character
- You cannot use your last four previous passwords
- Passwords cannot be changed for five days following the most recent password change

**5. WHAT IF I FORGET MY PASSWORD?**

Click on the “forgot your password” link. If you haven’t claimed your account, you will be asked to set your challenge questions. If you have claimed your account already, then you will be asked to answer the questions.

If you are unable to answer your challenge questions, you can re-claim your account by clicking the “First Time Users” link and entering your information.

A CUNYfirst – Forgot My Password Video can be viewed [here](#).

**6. CAN I GET ONTO THE CUNYfirst SYSTEM THROUGH THE CUNY PORTAL?**

No. Access CUNYfirst here: [https://home.cunyfirst.cuny.edu](https://home.cunyfirst.cuny.edu)

**7. WHAT IF I AM HAVING PROBLEMS CLAIMING MY ACCOUNT?**

There are several common problems students may have when creating accounts. Here are some tips that may help:

- When you enter your date of birth, make sure you include slashes between the month, day and year. Also, use four digits for the year. (Example: 3/17/1982).
- Use capital letters for your first name and last name.
- Use Mozilla Firefox, not Internet Explorer.

If you still need help, contact the CUNY SPS HelpDesk at [helpdesk@sps.cuny.edu](mailto:helpdesk@sps.cuny.edu) or 646-664-8592.
8. **DO I HAVE TO CLAIM MY ACCOUNT BEFORE I REGISTER FOR CLASSES?**

Yes. To register, you must first claim your CUNYfirst account (see question #3, above).

9. **DO I HAVE TO BE ON CAMPUS TO CLAIM MY CUNYfirst ACCOUNT?**

No. All you need is internet access and one of the recommended browsers (Internet Explorer 6+ or Mozilla Firefox, 3.6+).

10. **DOES CUNYfirst WORK ON MACS?**

Yes, as long as you use a recommended browser (Internet Explorer 6.0+ or Mozilla Firefox 3.6+).

11. **I NEED TO DEAL WITH SEVERAL OFFICES, INCLUDING FINANCIAL AID, THE BURSAR, AND ADVISEMENT. WILL CUNYfirst CHANGE THIS?**

Yes. CUNYfirst will make it easier for you to get the information you need through the online Student Center. Through this new integrated system, these offices and others can view your record with you at the same time in real time. This means faster answers for you with no more referrals from office to office.

12. **WHAT IS THE STUDENT CENTER?**

The Student Center consists of three areas:

- Academics, which includes your registration and transcript information
- Finances, which includes your account history, the ability to view and pay your balance online, and an ongoing update of your financial aid record
- Personal Information, such as home address

13. **WHAT ELSE WILL CUNYfirst DO?**

Each student has only one individual record in CUNYfirst. For example, if you take classes at more than one CUNY college, your registration, financial, and personal information for each college will appear under your single student account. If you transfer to another CUNY college, you will use your same username and password to access your student account, which will now include the new transfer college information.

Additionally, you can:

- View your complete student record, and download and print an unofficial transcript
- See your complete financial profile, including any financial aid in place for you
- View your tuition and fee balance, and pay by credit card online
- Receive live information streams and communications that let you easily stay connected
14. HOW DO I FIND OUT MY ENROLLMENT DATE/TIME?

With CUNYfirst, students will have an assigned enrollment date and time. You will not be permitted to register before your assigned date and time, but you may register at any time after your assigned date and time.

To find out your assigned enrollment date and time, log into your CUNYfirst account, select HR/Campus Solutions from the first menu after login, and then look under Self Service --> Enrollment --> Enrollment Dates. Important: Note both your enrollment date AND time.

You can also see your enrollment dates by selecting HR/Campus Solutions from the first menu after login, then going to Self Service --> Student Center. You will see your enrollment date listed on the right side under “Enrollment Dates.” To see your enrollment time, you must click on “Details.”

Please Note: Open Enrollment Dates are not used by CUNY SPS, but this feature cannot be disabled. Therefore, “Begin Date” is listed after “Last Date to Enroll.”

If you were previously enrolled in CUNY SPS, but did not take classes this semester, you must contact your academic advisor in order to register for a future semester. If you were previously enrolled in CUNY SPS, but did not take classes for the past two consecutive semesters, you will need to apply for readmission. For information about the readmission process, visit http://sps.cuny.edu/admissions/admissionspolicies

15. HOW DO I ENROLL IN CLASSES?

View this quick step-sheet <pdf> about how to find and add a class to your shopping cart BEFORE your enrollment appointment. Note: You cannot "Finish" enrollment until your appointment time occurs.

16. I’VE PLACED MY CLASSES IN THE SHOPPING CART. DOES THAT MEAN I’VE REGISTERED FOR THOSE CLASSES?

No, putting classes in your shopping cart does NOT mean you have enrolled in those classes. You MUST click the “Finish Enrolling” button, which will only appear on and after your assigned enrollment date and time.

17. WHERE DO I SEE MY CURRENT CLASS SCHEDULE?

To see your current class schedule, select HR/Campus Solutions from the first menu after login, then look under "Self Service --> Student Center" (NOT "Self Service ---> Enrollment.")

● Page 4
18. WHERE DO I SEE THE SEARCHABLE SCHEDULE OF CLASSES?

To view a searchable schedule of classes, log into your CUNYfirst account, select HR/Campus Solutions from the first menu after login, then click on Self Service ---> Student Center ---> Search for Classes (green button on the top right of the page.)

19. HOW CAN I MAKE A PAYMENT ON MY ACCOUNT?

You can make a payment directly from your Student Center page with your checking account or credit/debit card (additional 2.65 percent convenience fee applies to credit/debit card payments). You will now have the ability to make payments with multiple credit cards.

20. WILL THERE BE CHANGES IN HOW MY FINANCIAL INFORMATION IS DISPLAYED?

You will see a remaining balance on your account if you are eligible for any financial aid (e.g., TAP, Pell or third-party waivers/vouchers) until the funds from the external source are received by the college. However, you can view your anticipated financial aid in your student center.

21. WILL I STILL BE ABLE TO USE A PAYMENT PLAN WITH CUNYfirst?

You will still be able to enroll in a payment plan but you will need to do so directly in CUNYfirst. Note that the enrollment fee is $40 for the upcoming semester.

22. WHERE CAN I SEE MY UNOFFICIAL TRANSCRIPT?

To view your unofficial transcript, log into your CUNYfirst account, select HR/Campus Solutions from the first menu after login, then click on Self Service ---> Academic Records ---> View Unofficial Transcript.

23. I SEE A NEGATIVE SERVICE INDICATOR (A SMALL RED CROSSED OUT CIRCLE) WHEN I LOG INTO MY CUNYfirst ACCOUNT. WHAT DOES THIS MEAN?

If you see a Negative Service Indicator mark (a small red crossed out circle, as above) in your CUNYfirst account, it means that you have a hold/stop on your account. Click on the red circle to determine the academic or administrative office that issued the stop/hold on your record. Reconcile the stop/hold by calling or visiting the issuing office.

24. I FORGOT TO WRITE DOWN MY EMPL ID; HOW DO I RETRIEVE IT IN CUNYfirst?

To see your Empl ID, select HR/Campus Solutions from the first menu after login, then look under Self Service ---> Student Center and your Empl ID will be displayed on the top section.
25. DOES CUNYfirst CHANGE HOW I FILE FOR AN EPERMIT TO ATTEND ANOTHER CUNY COLLEGE?

No. You still need to log into your CUNY Portal account (www.cuny.edu) for information on CUNY ePermit procedures.

26. I'M GRADUATING THIS SEMESTER, DO I USE CUNYfirst TO APPLY FOR GRADUATION?

No. To apply for graduation, view the instructions here.

27. AFTER I LOG INTO CUNYfirst, I SEE A BANNER FOR A DIFFERENT CUNY COLLEGE. HOW DO I CHANGE THIS OR UPDATE IT TO SHOW THE CUNY SPS BANNER?

To change or update the banner, you must update your record.

- Login to CUNYfirst.
- In the ENTERPRISE MENU, select HR/Campus Solutions - this will bring you to your CUNYfirst record.
- Select Student Center. You will see your stop(s) and registration date on the left of the main screen. If you are seeing another CUNY college's banner, trigger an account update:
  - Go into your personal data and change personal information, such as a telephone number or email address; delete or add a new one. This change of personal information will trigger synchronization within CUNYfirst and should point you to the CUNY SPS banner.
  - Log out, wait at least an hour and log back in. When you log back in you can then change your information again if you like.

Be patient - during busy periods it can take up to 24 hours for a full system refresh to create the change to the banner.

28. WHERE DO I GO FOR MORE INFORMATION ABOUT CUNYfirst?

Please visit the CUNY Student Self Service page: http://www.cuny.edu/about/administration/offices/CIS/CUNYfirst/training/students.html.

Visit the CUNY SPS “Welcome to CUNYfirst” Playlist.
1. **WILL CUNYfirst AFFECT ME?**

Yes. By the time all modules and applications are fully implemented, every one of our students, faculty and staff will have access to CUNYfirst.

2. **WHAT IS THE BIGGEST DIFFERENCE BETWEEN SIMS, OUR FORMER SYSTEM, AND CUNYfirst?**

CUNYfirst will integrate all our financial, HR and student processes so that data can be used instantaneously across departments and across the University.

- [eSIMS vs. CUNYfirst Factsheet <pdf>](#)

3. **WILL I RECEIVE TRAINING ON ALL CUNYfirst PROCESSES?**

No. In CUNYfirst, everyone is assigned roles based on the work they do. Those are determined by managers and supervisors who are translating current work into CUNYfirst functions. When that has been determined, you will receive training to perform the exact tasks you need to do your job. No more, no less. If it is determined you need training on functions outside your role, your supervisors will make sure you get it.

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6. WHAT DO I DO IF I FORGET MY PASSWORD?

1. Navigate to CUNYfirst Portal Login page
2. Click on the “Forgot Your Password?” link
3. Enter the Username (your CUNYfirst account)
4. Answer your challenge questions
5. Create a new password

7. WHICH BROWSER IS RECOMMENDED FOR CUNYfirst ACCESS?

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- Mozilla Firefox 3.6+

*Note: Pop-ups must also be enabled.*

8. DOES CUNYfirst WORK ON MACS?

Yes, as long as you use a recommended browser (Internet Explorer 6.0+ or Mozilla Firefox 3.6+).

9. CAN I USE MY PERSONAL EMAIL FOR CUNYfirst?

No. You must use your CUNY email account.

10. DO I HAVE TO BE ON CAMPUS TO CLAIM A CUNYfirst ACCOUNT?

No. All you need is internet access and one of the recommended browsers above.

11. CAN I HAVE MORE THAN ONE ROLE IN CUNYfirst?

Yes. For example, let’s say you are an academic director. You will have access to CUNYfirst student processes needed to do your job in your department. You may also have access to Finance processes for purchasing material for your office or getting expenses reimbursed. Each employee will have access to all of his/her functions with one sign-on in one integrated system.
12. HOW WILL I HAVE ACCESS TO CUNYfirst?

Everyone (faculty, staff, and students) will be given an ID and an initial password to sign into the system. At the first sign on, you will be required to change your password to something familiar to you. You will then be asked to give answers to security questions of your choice so you can get help if you forget your password. You will change your password many times in a given year to ensure the security requirement needed to protect this system.

13. I WORK IN A JOB THAT DOESN’T REQUIRE A COMPUTER. DOES THAT MEAN I WON’T HAVE ACCESS TO CUNYfirst?

No. CUNYfirst can be accessed from anywhere via your favorite internet browser. There are specific requirements for which browsers can be used, but if you have a computer at home, you can sign on to look at your personnel information or, in the future, fill out a time sheet.

14. WHAT ARE THE PROCESSES UNDER CUNYfirst?

There are three main areas at CUNY where new processes will be implemented – Finance, Human Resources, and Student Administration.

- **Finance**: General Ledger, Procurement (Purchasing, Accounts Payable, Expenses), Planning and Budgeting, Accounts Receivable, Asset Management, Cash and Deal Management. CUNY SPS already uses CUNYfirst for these processes.
- **Student Administration**: Academic Structure, Course Catalogue, Schedule of Classes, Student Financials, Student Records (including grading), Financial Aid and Admissions.

15. WHAT BACKUP SYSTEMS ARE IN PLACE TO MAKE SURE THE DATA WON’T BE LOST?

The CUNYfirst system is hosted by our partners from Oracle at a site in Atlanta, Georgia. Each day, current CUNY data is replicated at a second site every 15 minutes, also in Georgia, but far enough away to ensure that any compromises at the primary site (weather, natural disaster, etc.) will not be replicated because of proximity. The systems are backed up every night. In case of a shutdown at our primary site, a recovery plan has already been created to ensure a smooth transition to the backup data, and, when our technical teams have made it available again, a smooth transition to our primary site.