Once you claim your account, enter https://home.cunyfirst.cuny.edu in your browser’s address bar.

Enter your CUNYfirst username and password and click the Submit button to log in to the CUNYfirst home page.

Note: To protect your privacy and prevent unauthorized use of your account, always sign out and close all web browser windows to end your session.

Click the Sign Out link in the upper right corner of the CUNYfirst screen.

Q. What if I can't log in?
Try these: (1) Make sure caps lock is off. (2) Quit and reopen browser and ensure you are logging in with this exact url http://home.cunyfirst.cuny.edu. (3) Clear your cache. Visit www.wikihow.com/Clear-Your-Browser’s-Cache for instructions. (4) Switch to a different web browser. (5) Reset password. (6) See the troubleshooting guide at http://support.ccny.cuny.edu/cunyfirst If you still need help, call the CUNYfirst helpline x 8080.

Q. Can I use my personal e-mail for CUNYfirst?
No. You must use your CCNY CityMail account.

Q. Which browsers are preferred for CUNYfirst access?
Users have had the best experiences with:
PCs: Mozilla Firefox, or Google Chrome
MACs: Mozilla Firefox, or Google Chrome.

Q. Does CUNYfirst affect CUNY Portal?
No. CUNY Portal remains the access point for Blackboard and eMall.

Q. Where can I go for additional help?
For links to FAQs, online training resources, self-service reference guides, video tutorials and more, visit the CUNYfirst support website at: http://support.ccny.cuny.edu/cunyfirst/

FAQs

Q. What processes will be affected by CUNYfirst?

1. **Campus Solutions** This is the faculty and student module of CUNYfirst: Admissions; Student Financials; Enrollment, Student Records; Schedule of Classes; Course Catalog; Faculty Center; Advisor Center

2. **General Ledger** This is the base system for all financial transactions in the college.

3. **Human Capital Management** This is the Human Resources module of CUNYfirst: Base HR processes; Employee Self Service Base Benefit processes; Recruitment and Payroll (interfaces with NYS and NYC).

HOW TO ACCESS CUNYfirst AND CLAIM YOUR ACCOUNT

EMPLID: _______________________
USERNAME: ____________________
Visit: https://home.cunyfirst.cuny.edu  Note: Faculty, staff and students transferring from a CUNYfirst school (see list below) already have an account and should just log in. New students can claim their accounts after April 7.

Borough of Manhattan Community College
Bronx Community College
Brooklyn College
College of Staten Island
CUNY Graduate School of Journalism
CUNY School of Law
CUNY School of Professional Studies
CUNY School of Public Health
Hostos Community College
Hunter College
Kingsborough Community College
LaGuardia Community College
Lehman College
Macaulay Honors College
New York City College of Technology
Queensborough Community College
Queens College
Stella and Charles Guttman Community College
York College

Click on First Time Users link.

This will bring you to Account Activation.

Account Activation
Please provide the required information in the following fields to activate your CUNY account.

First Name:
Last Name:
D.O.B. (mm/dd/yyyy):
SSN (last 4 digits):

- Refresh
- Audio
- Help

Note: Your date of birth must include forward slashes, i.e., 09/31/1975.

Type the words you see in the CAPTCHA, including the space. Click Refresh to choose a different CAPTCHA text, or click Audio to hear an aural alternative CAPTCHA. Click OK to proceed to the next step.

Select your five challenge questions and type in answers for each question. You will need to remember your answers in order to reset a forgotten password, so select questions and answers that are memorable. Click OK.

You have successfully claimed your CUNYfirst account. Make a note of your user name and EMPLID.

Note: Your EMPLID, which is your unique eight digit personal ID number, is sometimes referred to as your User ID.