

## CUNYfirst Troubleshooting Guide

### Table of Content

#### [References](#)

[Applications & Tools](#)

[Online Documentations](#)

[Publications in Google drive CF-References folder](#)

#### [Departmental Contacts](#)

[CUNYfirst Features Available at Launch](#)

[Setting Up Your Computer for Answering Calls](#)

[Answering a Call](#)

[Ending a Call](#)

#### [Account Issues](#)

[Account Claiming](#)

[Problem logging into CUNYfirst](#)

[Account Locked \(after 5 unsuccessful login attempts\)](#)

[Forgot Login and/or Password](#)

[Forgot Empl ID](#)

[Incorrect Information \(Name, DOB, SSN, academic records\)](#)

[Branding from another campus](#)

#### [Campus Solutions Issues](#)

##### [Student](#)

[Registration](#)

[Financial](#)

##### [Faculty](#)

[Problem entering grades for a course](#)

[Students not seeing grades but faculty member has already entered](#)

[Entering textbooks](#)

##### [Advisor](#)

[Not able to update Service Indicator for a student](#)

#### [Alumni Issues](#)

[Requesting access to CUNYfirst](#)

[Requesting transcript](#)

#### [FERPA Issue](#)

[Not able to login to FERPA application](#)

#### [Advisories](#)

[Web Browser](#)

[Branding](#)

[CUNYfirst ID](#)

[Alumni / Returning students](#)

[Service Indicators \(stops\)](#)

[Account Access](#)



[Registration](#)

[Billing](#)

[Academic Plans \(Majors\)](#)

[E-Permit](#)

[FERPA](#)

## References

### 1. Applications & Tools

#### a. User Lookup tool (ULT)

For verifying the biographical information of the caller against CUNYfirst. ULT only has records for CCNY faculty, staff, and students only. You can't check whether or not the caller's status is "Active" or not. You would need to use CRM for status checking.

<https://sdapplication.ccnycuny.edu/SupportLookup/Admin/>

Some entries for the DOB for students will have "xx" instead of the actual day. But most of the DOB entries should be the actual. ULT contains records as far back as the Spring 2013 semester. With the launch of CUNYfirst, the cut off for students or alumni to claim accounts and access CUNYfirst will be Spring 2013. Anyone enrolled to a course prior to Spring 2013 semester will have an "Inactive" record status. There are 10 years worth of student records in CUNYfirst.

If a lookup for a student is not found in ULT, you should ask when was the last time the caller enrolled a class. If the answer is prior to Spring 2013 semester, the student needs to be "readmitted" at Admissions before account claiming or any other access to CUNYfirst.

#### b. CRM

The primary use (for the helpline staff) is to verify whether or not the caller's Status is "Active" or not. It can also be used to lookup a caller's CUNYfirst login. CRM can also provide the same lookup functions as UTL. CRM will search and have access to all faculty, staff, and students in CUNY.

- i. Login: <https://home.cunyfirst.cuny.edu>

#### c. Call Tracking Log:

- i. Form view:  
[https://docs.google.com/forms/d/1oyFA0ApW9j1qKdQa2aUIMXqhpyAOsreM7E\\_tOplGGsk/vi/ewform](https://docs.google.com/forms/d/1oyFA0ApW9j1qKdQa2aUIMXqhpyAOsreM7E_tOplGGsk/vi/ewform)
- ii. Worksheet view:  
[https://docs.google.com/spreadsheets/d/1Bsn-EK-NFXYNMEq4Zoh2mK\\_AJB1LM1Bp6uxxw2YJUKg/edit#gid=572675520](https://docs.google.com/spreadsheets/d/1Bsn-EK-NFXYNMEq4Zoh2mK_AJB1LM1Bp6uxxw2YJUKg/edit#gid=572675520)

## 2. Online Documentations

- a. CUNYfirst login: <https://home.cunyfirst.cuny.edu>
- b. CCNY CUNYfirst website: [support.ccny.cuny.edu/cunyfirst](https://support.ccny.cuny.edu/cunyfirst)
- c. CCNY calendar for major CUNYfirst & registration events:  
[https://www.google.com/calendar/embed?src=cfccny%40gmail.com&ctz=America/New\\_York](https://www.google.com/calendar/embed?src=cfccny%40gmail.com&ctz=America/New_York)
- d. Terms and glossary: [http://support.ccny.cuny.edu/cunyfirst/?page\\_id=215](http://support.ccny.cuny.edu/cunyfirst/?page_id=215)
- e. FERPA tutorial and certification: <https://apps.ccny.cuny.edu/ferpa>
- f. Empl ID lookup tool: <https://emplidlookup.ccnysites.cuny.edu/Account/Login.aspx>
- g. CUNY training material for CUNYfirst:  
<http://www.cuny.edu/about/administration/offices/CIS/CUNYfirst/training.html>
- h. Faculty training (basic):  
[http://support.ccny.cuny.edu/cunyfirst/?page\\_id=1031](http://support.ccny.cuny.edu/cunyfirst/?page_id=1031)  
<http://cetl.ccny.cuny.edu/register/> or contact Bruce Rosenbloom - x6232 -  
[brosenbloom@ccny.cuny.edu](mailto:brosenbloom@ccny.cuny.edu) for one on one training.
- i. Guides for general faculty functions:  
[http://support.ccny.cuny.edu/cunyfirst/?page\\_id=1540](http://support.ccny.cuny.edu/cunyfirst/?page_id=1540)
- j. Student guides: [http://support.ccny.cuny.edu/cunyfirst/?page\\_id=1512](http://support.ccny.cuny.edu/cunyfirst/?page_id=1512)

### 3. Publications in Google drive CF-References folder

- a. List of Service Indicators and Student Groups
- b. List of Student Groups with SIMS equivalent
- c. Faculty instructions on textbook submission
- d. Admin instructions on textbook submission
- e. CUNY CRM Powerpoint training slides
- f. CUNYfirst technical readiness document
- g. Semester term code formula
- h. Banner - Setting Primary Affiliation

## Departmental Contacts

### **Admissions - A101**

Michael R. Pagan - 212.650.6439 - [mpagan@ccny.cuny.edu](mailto:mpagan@ccny.cuny.edu)

### **Bursar - A103**

Rhonda Jenkins - 212.650.7218 - [rjenkins@ccny.cuny.edu](mailto:rjenkins@ccny.cuny.edu)

### **Financial Aid - A104**

Katrina Spencer - 212.650.6893 - [kspencer@ccny.cuny.edu](mailto:kspencer@ccny.cuny.edu)

### **Human Resources - S50**

Helbert Castro - 212.650.8465 - [hcastro@ccny.cuny.edu](mailto:hcastro@ccny.cuny.edu)

### **Immunization - MR J15**

Christopher Garcia - 212.650.8222 -

### **Registrar - A102**

Dion Dennis - 212.650.7861 - [ddennis1@ccny.cuny.edu](mailto:ddennis1@ccny.cuny.edu)

Fred Matcovsky - 212.650.7860 - [fmatcovsky@ccny.cuny.edu](mailto:fmatcovsky@ccny.cuny.edu)

Vanessa Asubonten - 212.650.7873 - [vasubonten@ccny.cuny.edu](mailto:vasubonten@ccny.cuny.edu)

### **Scheduling & Workload - A214**

Leon Tachauer - 212.650.7871 - [ltachauer@ccny.cuny.edu](mailto:ltachauer@ccny.cuny.edu)

### **Textbooks** (for faculty input of information into CUNYfirst)

Ana Vasovic - 212.650.8066 - [avasovic@ccny.cuny.edu](mailto:avasovic@ccny.cuny.edu)

### **Faculty Training - NA4/220**

Center for Excellence in Teaching and Learning (CETL) - NA 4/220

Bruce Rosenbloom - 212.650.6232 - [brosenbloom@ccny.cuny.edu](mailto:brosenbloom@ccny.cuny.edu)

## CUNYfirst Features Available at Launch

### Academics

1. Student weekly schedule - Yes
2. View grades - Yes
3. View course history - Yes
4. View transfer credit - Yes
5. View & notify advisors - Yes - but CCNY won't be assigning advisors to individual students

### Course & Class Search

1. View course catalog - Yes
2. View academic planner - Yes
3. View schedule of classes - Yes
4. Class shopping cart and validation - Yes

### Enrollment

1. View enrollment appointment - Yes
2. View class enrollment - Yes
3. Drop classes - Yes
4. Swap classes - Yes
5. View class schedule - Yes
6. View exam schedule - Yes

### Student Finances

1. Account inquiry - Bills, Payments, and Financial Aid info - Yes
2. Make online payment - Yes

### Financial Aid - **No. Tentatively will be available at April 2015**

### Update personal address - Yes

### Holds and To Do List

1. View holds - Yes
2. View To Do List - Yes
3. Submit immunization / meningitis acknowledgement form - ?? <Task MK find out where>
4. Submit Pathways Choice form - ?? <Task MK find out where>

### Enrollment Verification and Transcripts

1. Request enrollment verification - Yes
2. View unofficial transcript - Yes
3. Order official transcript - Yes - feature will redirect students to external 3rd party website

### Graduation

1. Apply for graduation - Yes
2. View graduation status - Yes

## Setting Up Your Computer for Answering Calls

1. Using **Firefox** or **Chrome**, open the following URLs in separate browser tabs:
  - a. **ULT**: <https://sdapplication.ccny.cuny.edu/SupportLookup/Admin/>
  - b. **CRM**: <https://home.cunyfirst.cuny.edu>
  - c. **Call Tracking Log** form:  
[https://docs.google.com/forms/d/1oyFA0ApW9j1qKdQa2aUIMXqhpyAOsreM7E\\_tOpIGGsk/viewform](https://docs.google.com/forms/d/1oyFA0ApW9j1qKdQa2aUIMXqhpyAOsreM7E_tOpIGGsk/viewform)
  - d. **Call Tracking Worksheet**:  
[https://docs.google.com/spreadsheets/d/1Bsn-EK-NFXYNMEq4Zoh2mK\\_AJB1LM1Bp6uxxw2YJUKg/edit#gid=371688140](https://docs.google.com/spreadsheets/d/1Bsn-EK-NFXYNMEq4Zoh2mK_AJB1LM1Bp6uxxw2YJUKg/edit#gid=371688140)
  - e. CUNYfirst online training **quick sheets**:  
<http://www.cuny.edu/about/administration/offices/CIS/CUNYfirst/training.html>
  - f. Your Student Center screen in CUNYfirst: <https://home.cunyfirst.cuny.edu>
  - g. Bring up this **CUNYfirst Troubleshooting Guide**
  - h. Login into Google and open the **CF-References** folder
2. Launch a text editor like Microsoft Word or Notepad in the event you need to write down any of the caller's information. Else have a pen and paper notepad ready.

## Answering a Call

1. Give a greeting “**CUNYfirst Hotline, this is... (state your name)**” or “**Thank you for calling the CUNYfirst Hotline, this is... (state your name)**”
2. Start by saying ‘How can I help you?’  
Based on the user’s answers, determine if the caller need **information** or is having an **issue**:
  - a. For informational inquiry:
    - i. Reference the quick sheet binder or the online documents to provide step by step instructions
    - ii. Confirm with the user that information you provided is satisfactory
  - b. For issues:
    - i. Begin your troubleshooting by following the “Capturing the user information” step ‘c’ below
    - ii. Follow up with specific troubleshooting steps by branching to the section / topic applicable to the issues at hand
3. Capturing the following user information using the **Call Tracking Log** form:
  - a. May I have your name?
  - b. Are you a **staff, faculty, advisor**, or **student**?
    - i. If advisor, are you a **professional advisor** or **faculty advisor**?
    - ii. If staff, faculty, or advisor:
      1. Which **department** are you with?
    - iii. If student:
      1. Are you a **transfer student**?
      2. Are you an **international student**?
  - c. Which Internet browser and version are you using to access CUNYfirst?
    - i. If user is using Internet Explorer, Chrome, or Firefox:
      1. Is that a Mac or PC?
  - d. May I have your contact email & phone number?
  - e. Are you seeing any error messages?
4. Verify the above information is entered correctly into the **Call Tracking Log**
5. Based on the issue reported earlier in the conversation, continue your troubleshooting by using steps from one of the appropriate topic below.

## Ending a Call

1. At the end of the session, the record for this call in the Google worksheet should either have a status of **“Resolved”**, **“Referred”**, **“Escalated to Service Desk”**, or **“Escalated to ASL”**.
  - a. The **“Referred to Helpline”** status is for the Student Engagement team to hand off requests to the Helpline.
  - b. The **“Pending”** status is for the situation where you need some clarifications and want to come back to it at a later time.
2. Make sure you enter your initials under ‘Agent’ field in the worksheet.
3. Depending on the outcome of your troubleshooting steps, notify the user this call has been logged if it has to be escalated. A service ticket will be generated and somebody will look into and follow up on this call.
4. End the call with the following statement **“Are there any other issues that I can assist you with today?”**

If yes, then proceed accordingly. If no, then thank them for calling and tell them to have a great rest of their day.

## Account Issues

### 1. Account Claiming

#### a. Common error message

- i. **Error message:** “You must enter a value for Date of Birth”
  1. Advise caller to use the correct format for DOB - MM/DD/YYYY (with slashes)
- ii. **Error message:** “User not found. Please enter correct data/Problem searching for user”
  1. Most likely there is a mismatch with the caller’s information or a duplicate account. Try Solution 2 below.

#### b. Solution 1

- i. Ask if **Caps Lock** is at the desired setting (on or off)
- ii. Ask if the caller is using the correct format for DOB - MM/DD/YYYY (with slashes) and the last 4 digits of SSN
- iii. Ask the caller to step through the account claiming procedure while on the phone.
- iv. If successful, close this call with “**Resolved**”. Otherwise, proceed to solution 2.

#### c. Solution 2

- i. Using ULT, verify that caller’s name, DOB, SSN are correct
- ii. Using CRM, check to see if user’s status is “**Active**”.
  1. If status is “**Inactive**” or there is discrepancy in any of the caller’s information:
    - a. Student: direct caller to Registrar
    - b. Staff or Faculty: direct caller to Human Resources
    - c. End this call by flagging status = “**Referred**” and saving caller’s information
  2. If status is “**Active**” or there is no discrepancy:
    - a. Tell the user that this call has been logged and the problem might be security related. A ticket will be generated and somebody will follow up.
    - b. \*Service Desk\* will create SysAid ticket and hand off to ASL or troubleshoot accordingly.
    - c. Close this call by marking this record with ‘**Escalated to ASL**’, caller’s information including **EMPL-ID**, and note the fact that caller’s information is all checked out.

## 2. Problem logging into CUNYfirst

- a. Ask the caller to double check whether or not **Caps Lock** is in the correct setting.
- b. Ask and make sure the caller has successfully claimed a CUNYfirst account in the past. Advise caller that CUNYfirst credential is different from CUNY Portal, Blackboard, CCNY email.
- c. Advise caller to use **Firefox** or **Chrome** browser instead of Internet Explorer or Safari.
- d. Ask the caller to type in "<https://home.cunyfirst.cuny.edu>" at the address bar of browser.
  - i. If the caller bookmarked the CUNYfirst URL, make sure the actual website address is "<https://home.cunyfirst.cuny.edu>". Anything after ".edu" in the bookmark will need to be removed.
- e. Ask the caller to clear the browser cookies by quitting the browser completely and make sure all browser windows are closed.
- f. Ask the caller to switch to another browser (i.e. Firefox to Chrome; Chrome to Firefox).
- g. Ask the caller to reset the cookies settings to default.
  - i. For Chrome browser:
    1. Go to Settings (Windows) or Preferences (Mac)
    2. Choose "Settings"
    3. Click on "Show advanced settings" at bottom of page
    4. Click on "Privacy" then "Content Settings"
    5. Choose "Allow local data to be set" then click "Done" at lower right

## 3. Account Locked (after 5 unsuccessful login attempts)

- a. **Solution 1** - Direct caller to reclaim their account using the "First Time Users" link at the CUNYfirst login page. Ask the caller to double check the **Caps Lock** setting. Make sure the user enters the information in the correct format while following the Account Claiming wizard.
- b. **Solution 2** - Use ULT and CRM to verify the caller's name, DOB, SSN, and Status
  - i. No discrepancy with user's information and CUNYfirst
    1. Tell the user that this call has been logged and the problem might be security related. A ticket will be generated and somebody will follow up.
    2. \*Service Desk\* will create SysAid ticket and hand off to ASL or troubleshoot accordingly.
    3. Close this call by marking this record with '**Escalated to ASL**', caller's information including **EMPL-ID**, and note the fact that caller's information all checked out.
  - ii. Discrepancy with user's information and CUNYfirst:
    1. Tell the user that there is a discrepancy
    2. If student, direct user to the Registrar Office
    3. If faculty or staff, direct user to Human Resources
    4. Close this call by marking this record with '**Resolved**'

## 4. Forgot Login and/or Password

### a. Forgot Login:

- i. [Solution 1](#) - Direct caller to “First Time Users” link at the login page.
- ii. [Solution 2](#) - Using CRM, provide user with their User ID by doing a lookup with Name, DOB, and Empl ID.

If successful, close this call with ‘**Resolved**’. Otherwise, escalate this ticket to ASL with “**Escalated to ASL**” and include all caller’s information.

### b. Forgot password:

- i. [Solution 1](#) - Direct user to use the “Forgot Your Password?” link at the login page. Advise user that security challenge question answers are not case sensitive, but verify that the user is inputting the correct letters, ie NYC as opposed to New York City.
- ii. [Solution 2](#) - If user forgot their security answers or the system is not taking the answers, direct user to “First Time Users” link at the login page to reclaim their account.

If successful, close this call with ‘**Resolved**’. Otherwise, escalate this ticket to Service Desk with “**Escalated**” and include all caller’s information.

## 5. Forgot Empl ID

- a. [Solution 1](#) - Direct user to the Empl ID lookup web tool at the Reference section
- b. [Solution 2](#) - Use the ULT to retrieve the Empl ID for caller

If successful, close this call with ‘**Resolved**’. Otherwise, escalate this ticket to Service Desk with “**Escalated to Service Desk**” and include all caller’s information.

## 6. Incorrect Information (Name, DOB, SSN, academic records)

- a. Use ULT to verify caller’s name, DOB, and SSN.

If there is any discrepancy:

- i. For students, direct caller to the Registrar Office
- ii. For faculty, staff, and advisor, direct caller to Human Resources
- iii. Close this call with “**Referred**” and note down all caller’s information

## 7. Branding from another campus

### a. Solution 1

- i. Advise caller that branding has no impact to registration, bill payment, or other features for CCNY. See if user don't mind not having the CCNY branding. Close this call with "**Resolved**".

### b. Solution 2

- i. Advise caller to update the mailing address in order to force a refresh of the CUNYfirst home page / profile.
- ii. Advise caller that this might be a temporary remedy and may take up to 15 minutes for it to take effect.
- iii. If the update works, close this call with "**Resolved**". Otherwise, note caller's details and set call status to "**Escalated to Service Desk**".

## Campus Solutions Issues

### 1. Student

#### a. Registration

- i. Not able to enroll to a class due to missing pre-req
  1. System is showing a missing pre-req but the student has already completed the pre-req course
    - a. Direct student to **Student Center** -> **Academics** -> **Other Academics** -> **Course History**
    - b. Have caller print the course history showing the pre-req class and bring it to Registrar's Office
- ii. Remind user that simply adding a class to the **Shopping Cart** does not mean that they have successfully enrolled to the class. It also doesn't check whether or not the caller has met the requirements to take a class.

#### b. Financial

- i. Online payment not being applied to CCNY but to another CUNY campus
  1. Direct caller to the Bursar
  2. Close this call with "**Referred**"
- ii. Financial Aid information incorrect
  1. Direct caller to contact Financial Aid
  2. Close this call with "**Referred**"

- iii. Financial Aid forms submission for direct deposit, supplement form, and the direct loan application
  1. Advise caller that existing process for direct deposit, supplement form and direct loan remain the same as before CUNYfirst.
  2. Direct caller to the Financial Aid website <http://www.ccnycuny.edu/financialaid/> or contact designated support at Financial Aid ([Jump to contact information page](#))
  3. Close this call with “**Resolved**”

## 2. Faculty

### a. Problem entering grades for a course

- i. Direct caller to **Self Service** -> **Faculty Center**.
  1. If caller is unable to access the Faculty Center:
    - a. Tell the caller that this might be a security and a referral will be made to the ASL group.
    - b. End this call by flagging “**Escalated to ASL**” and record caller’s information with a not on the issue.
  2. If caller is able to access the Faculty Center, continue at next step.
- ii. Direct caller to **My Schedule** -> **Grade Roster** icon next to the class. The icon legend is listed toward the middle of the screen.
  1. Ask caller if the grade roster icon for the desired term, course / section is visible
  2. If the class is not listed:
    - a. Confirm with caller the correct term is being displayed. If not, change term accordingly.
    - b. Ask caller if he or she teaches at multiple campuses.
      - i. If ‘Yes’:
        1. Direct caller to click on the **change term** button. The new screen should list the term next to the school, which they should select accordingly, and then click **continue**.
        2. Confirm with caller that the desired Grade Roster icon is showing. If unsuccessful, continue troubleshoot using next step. Otherwise, close this call with “**Resolved**”.
      - ii. If still not able to see the Grade Roster:
        1. Advise caller that the department possibly failed to notify Registrar or Registrar has not yet assigned the faculty member as an instructor for that class.
        2. Direct call to contact the department and the Registrar to confirm that the caller is assigned to the class they are seeking.
        3. End this call with “**Referred**” and record all caller’s information.

3. If the class is listed:
  - a. Ask caller if there are multiple instructors for that class / section.
  - b. If 'Yes':
    - i. Advise users that only one can enter grades. If in doubt which instructor is the primary for a class, refer caller to Scheduling & Workload.
    - ii. End this call with "**Referred**" and record all caller's information.
  - c. If 'No':
    - i. refer caller to Registrar.
    - ii. End this call with "**Referred**" and record all caller's information.
- b. Students not seeing grades but faculty member has already entered
  - i. Direct caller to contact Registrar to confirm grade entry.
  - ii. End this call with "**Referred**".
- c. Entering textbooks
  - i. Direct caller to **Self Service -> Faculty Center**
    1. If caller is unable to access the Faculty Center:
      - a. Tell the caller that this might be a security and a referral will be made to the ASL group.
      - b. End this call by flagging "**Escalated to ASL**" and record caller's information with a not on the issue.
    2. If caller is able to access the Faculty Center, continue at next step.
  - ii. Direct caller to **My Textbooks**.
  - iii. Confirm with caller that the right semester, class, and section are showing:
    1. If 'Yes':
      - a. Direct caller to enter information under **textbook details** and then click save.
      - b. If caller is trying to add multiple textbooks to the same section, click the plus (+) sign in the upper right corner, underneath the **textbook details** header.
      - c. Close this call with "**Resolved**"
    2. If 'No':
      - a. Direct caller to click **Change Term** and confirm the correct term and campus. If they teach multiple sections for the same course, direct the caller to click **view all** in the upper right, underneath the **My Textbooks** header.
      - b. Confirm with caller that the desired class and section are showing. If so, close this call with "**Resolved**". Otherwise, continue with next step.
      - c. Ask if the caller is listed as the instructor in the schedule of classes

- i. If 'Yes', refer the caller to contact for Textbooks for additional assistance.
  - ii. If 'No', refer caller to Scheduling & Workload so that caller can be assigned as instructor for the class.
- d. End this call with **"Referred"** and record all caller's information.

### 3. Advisor

#### a. Not able to update Service Indicator for a student

- i. Capture the caller's information can escalate this call to the ASLs by setting the status to **"Escalated to ASL"**.

## Alumni Issues

### 1. Requesting access to CUNYfirst

- a. Ask "How long have you graduated?"
  - i. Graduated 2 years or more:
    1. Tell caller that CUNYfirst access for anyone without registering for a course for more than 2 years is not possible.
  - ii. Graduated within the past 2 years:
    1. Verify that the user is claiming the account in for the correct format and is entering the information appropriately.
    2. Using ULT, verify that the user's name, DOB, SSN
    3. Using CRM, check to see if user's status is "active".
      - a. If "Inactive", refer caller to Registrar.
      - b. If "Active", escalate to Service Desk by marking status **"Escalated to Service Desk"** for this call in the Call Tracking Log.

### 2. Requesting transcript

- a. **Solution 1** - Active students or alumni (who still have access to the Student Center in CUNYfirst or have been term activated in the last 2 years):
  - i. View/print their unofficial transcript via CUNYfirst
  - ii. End this call with **"Resolved"**
- b. **Solution 2** - For an official transcript, it can be ordered from <http://www.cuny.edu/registrar/transcript-request.cfm> regardless of caller having access to CUNYfirst or not.

## FERPA Issue

### 1. Not able to login to FERPA application

#### a. Solution 1

- i. Advise user to use his or her CCNY email (Pelican) or Citymail credential. Enter the ID only (i.e. everything in front and excluding the “@” sign) and the password to check email.
- ii. End this call with “**Resolved**”

#### b. Solution 2

- i. Direct the caller to email **Chinedu** [cchukuigwe@ccny.cuny.edu](mailto:cchukuigwe@ccny.cuny.edu) and cc **Mark** [mkam@ccny.cuny.edu](mailto:mkam@ccny.cuny.edu).
- ii. End this call with “**Referred**”

## Advisories

### 1. Web Browser

- a. Preferred for Mac: Mozilla Firefox or Google Chrome; do NOT use Safari.
- b. Preferred for PC: Mozilla Firefox, Internet Explorer, or Google Chrome.
- c. Popup Settings: Change browser settings to allow popups from CUNYfirst website.
- d. Error 500: Direct caller to clear cookies, cache, and restart browser. Make sure the caller is using a preferred browser.

### 2. Branding

- a. Branding is purely cosmetic. It has no effect on the functionalities of CUNYfirst. Having the Brooklyn College branding will not prevent a student from registering or paying bills online using CUNYfirst.
- b. Basic affiliation rules:
  - i. For employees it all comes down to what your “Primary Job” is in HR.
  - ii. For students taking classes at more than one place, the campus where they are a degree seeking student takes precedence.
  - iii. For people that are employees and students, their employee affiliation takes precedence.
- c. Branding would affect the university news being displayed at the CUNYfirst portal. For example, the branding for Brooklyn college will result in the display of news for Brooklyn College instead of City College.
- d. Updating the mailing address to refresh of the caller’s profile may take up to 15 minutes to take effect.

### 3. CUNYfirst ID

- a. There is just one CUNYfirst login and EMPL ID (employee ID) regardless if the person is both an employee and a student in CCNY or any other CUNY campuses.

### 4. Alumni / Returning students

- a. Students without enrolling any classes for more than 2 consecutive terms will be flagged as ‘non-active’. As a result, CUNYfirst student center access will be automatically revoked.

- b. Alumni cannot claim CUNYfirst account once they have been inactive students for more than two years.

## 5. Service Indicators (stops)

- a. Negative service indicators (record stops) from another campus do not affect enrollment at CCNY
- b. A CCNY Bursar negative service indicator (i.e. Stop) will prevent students from accessing the unofficial transcript.

## 6. Account Access

- a. User sometimes not able to get pass the Challenge questions while using the “Forget Password” procedure. Direct the user to reclaim their account again.
- b. Any students last enrolled prior to Spring 2013 semester will needs to be “re-admitted” at Admissions before account claiming or having any other access to CUNYfirst.
- c. Biographical information changes - The user might need to reclaim their account if the old credential no longer works.

## 7. Registration

- a. Open Enrollment dates incorrect - CCNY is not the open enrollment features. Please advise students to disregard those dates. Individual enrollment appointment dates will be made available for different segments (i.e. Seniors first, etc) when the time comes.
- b. The registration shopping cart will be purged on a weekly basis. Exact day and time of a purge has yet to be determined.
- c. Registration needs to be done using the student self-service or by the Registrar’s office. Departments can no longer register students for classes.
- d. Students will be able to register and drop courses via self-service.
- e. Faculty and advisors will still have control over whether students can register for certain courses by adding service indicators or through advisement stops.

## 8. Billing

- a. If a student comes to the Bursar Office and wants an official copy of their bill – the charge will be \$5.00. If the student prints out a copy of their screen on their own – no charge.
- b. Changes and display of outstanding balance (if any) will be available 24 hours after an enrollment action.

## 9. Academic Plans (Majors)

- a. Only the Registrar will be able to record changes in majors. The students will need to ensure they have seen an advisor but the systems change will come through the Office of the Registrar.

## 10. E-Permit

- a. The E-permit system will not change (i.e. not in CUNYfirst). Users will continue to apply for E-permit using the existing procedure

## 11. FERPA

- a. The web application does keep a record of all user certified after passing the exam with an acceptable number of correct answers to the quiz.