CLAIM YOUR CUNYfirst ACCOUNT

For advisors that do not have a CUNYfirst account, the directions below will help you create an account:

**STEP 1:** In order to claim your CUNYfirst account you will need to Enter [https://home.CUNYfirst.cuny.edu](https://home.CUNYfirst.cuny.edu) in your browser’s address bar.

**STEP 2:** Click on First time Users link.

**STEP 3:** On the Account Activation page, enter text into all four required fields.

*Note: Use correct capitalization for the First Name and Last Name fields.
Note: Date of birth should be entered in mm/dd/yyyy format e.g. 11/30/1978.
Note: If you are not certain of the information requested, it is recommended that you contact the Office of Registrar

**STEP 4:** Click the OK button.

**STEP 5:** On the Challenge Questions and Answers page, select or create five questions and enter answers for security in the event you forget your password.

*Note: In CUNYfirst users may reset their own password by answering Challenge Questions and Answers questions. For each of the five required questions that you selected, enter your personal answer.

**STEP 6:** Click the OK button.

**STEP 7:** On the Choose a Password page, enter and confirm your password.

*Note: The two entries must match or the user will have to re-enter both fields.
*Note : CUNY Password Policy when choosing a password:
✓ 8 or more characters
✓ 1 or more uppercase letters
✓ 1 or more numeric or special characters
✓ Note: CUNY Password Reset Policy
✓ No change for 5 days after last password change
✓ Not one of 4 previous passwords
✓ Reminder sent 85 days after last password change
✓ Expires 90 days after the last password change

**STEP 8:** Click the OK button to submit the password.

**STEP 9:** On the User Activation Completed Successfully page, your EmplID ID (CUNY ID) is displayed as in the example below.
Note: The eight digit Employee ID (CUNY ID) is used to identify you in CUNYfirst. This ID will be requested and not the nine digit National ID (SSN).

**STEP 10:** Print the page or write your **EmplID** (CUNY ID) down and put this in a safe place.

**HOW TO LOG INTO CUNYfirst:**

**Step 1:** Enter [https://home.CUNYfirst.cuny.edu](https://home.CUNYfirst.cuny.edu) in your browser’s address bar, or on the Hostos webpage and click CUNYfirst CUNYfirst

![CUNYfirst Login Page](image)

**Step 2:** Enter your Username and Password and click the icon.

*Note: Faculty, staff, and students are assigned a unique Username and create their own Password. Do not share this information with anyone.*

**Step 3:** From the **Enterprise Menu**, select **Self Service** and then select the **HR/Campus Solutions** link.
HOW TO ACCESS THE ADVISOR CENTER IN CUNYfirst

**Step 1:** Enter https://home.CUNYfirst.cuny.edu in your browser’s address bar.

**Step 2:** Enter your Username and Password and click the Go icon.

*Note: Faculty, staff, and students are assigned a unique Username and create their own Password. Do not share this information with anyone.*
**Step 3:** From the **Enterprise Menu**, select **Self Service** and then select the **HR/Campus Solutions** link.

![Enterprise Menu Diagram]

**Step 4:** From the **Menu**, select **Self Service** and then select the **Advisor Center** link.

![Menu Diagram]
SERVICE INDICATORS IN CUNYfirst
How to Release a Service Indicator

Positive service indicator      Negative service indicator

Step 1: Navigate to: Campus Community.

Step 2: Select Service Indicators (Student).
**Step 3:** Click on the link for Manage Service Indicators
**Step 4:** Enter search criteria

![Manage Service Indicators](image)

**Step 5:** Once you press **enter** the students’ service indicators page will populate showing the student’s current hold.

![Manage Service Indicators](image)
**Step 6:** On the Edit Service Indicator page, click the **Release** button.

![Edit Service Indicator](image1.png)

**Step 7:** Click the **OK** button – Service Indicator will be removed from the student’s record.

![Confirmation Dialog](image2.png)
CUNY SKILLS TESTS IN CUNYfirst

How to view test results

Step 1: Navigate to Records and Enrollment.

Step 2. Select Transfer Credit Evaluation.

Step 3: Click on the link for Test Results View
**Step 4:** Enter search criteria into any of the following fields.

![Test Results View](image1)

**Step 5:** Once you press *enter* the students’ *Test Results* page will appear showing the student’s current test information. Click *View All* to access the student’s current test scores for each test previously taken, including exemptions.

![Test Results View](image2)
**Step 6:** On the Test Results page click *View All* on each test to review the test history for that test.