



## **FAQs on CUNYfirst STUDENT ACCOUNTS**

### **1. How can I view my grades/transcript?**

Log in to CUNYfirst and click on **HR/Campus Solutions**. Click on **Self Service** and then on **Student Center**. In the **Academics** section from the **Other Academic** dropdown box, select **Transcript: View Unofficial** and then click the **Go** icon. On the **View Unofficial Transcript** page, click the **Academic Institution** dropdown box icon and select Lehman College. Click the **Report Type** dropdown box icon; and then select **STUDENT UNOFFICIAL TRANSCRIPT**. Click the **view report** button. Your **Unofficial Transcript** will pop-up in .pdf file format to view, print or save as needed.

**Note: Please do not press any other buttons or links while processing is taking place.**

**\* if the transcript does not load, click on Student Center.** In the **Academics** section from the **Other Academic** dropdown box, select **Course History** and then click the **Go** icon and the list of courses will appear as a grade report.

**\*Please make sure you disable the pop-up blocker from the website**

### **2. I forgot my username; how can I find out what it is?**

Go to <https://home.cunyfirst.cuny.edu> select **First time users** link to reclaim your account. Your username will be displayed after successfully setting your password.

### **3. I forgot my password; what do I do now?**

Go to <https://home.cunyfirst.cuny.edu> select **Forgot your Password** link and type your username or EMPLID.

### **4. My answers to challenge questions are not working; I have tried multiple times. What do I do?**

Go to <https://home.cunyfirst.cuny.edu> select **First time users** link to redo challenge questions and reset the password.

### **5. My CUNYfirst Account is locked; what do I do now?**

Go to <https://home.cunyfirst.cuny.edu> select **Forgot your Password** link. Successfully changing your password will automatically unlock your account.

### **6. I have followed the steps above, but I am still having trouble with my account, what do I do?**

Contact the College Now office at 718-960-8932, via email at [college.now@lehman.cuny.edu](mailto:college.now@lehman.cuny.edu) or stop by the office in Carman Hall, Room 189.