

Basic Grade Roster Troubleshooting

General grading questions can be directed to the Registrar. CUNYfirst issues can usually be resolved with the following information or by contacting the Help Desk or your department as noted below.

CUNYfirst Access

Check to make sure that you have access to CUNYfirst and your grade roster(s) *prior to the beginning of the grading period.*

- If you are a new instructor and have not yet claimed your CUNYfirst username and password, visit home.cunyfirst.cuny.edu and click on *First time users*.
- If you forgot your password, visit home.cunyfirst.cuny.edu and click on *Forgot your password?*
- Remember that passwords are case sensitive, and security requires that you reset your password every 90 days. If this applies to you, you will be prompted at log in.

Faculty Center

If you do not have access to the Faculty Center, email the QC Help Desk at helpdesk@qc.cuny.edu. Specify your issue and include your full name and CUNYfirst ID number. If you do not remember your number, also include your date of birth.

Missing Grade Roster

Grade rosters will not be available prior to final examinations. Please ensure you are viewing grade rosters for the correct term, and if not, use the green *Change Term* button. If your grade roster is not accessible, contact your department chairperson or staff, who will add your name to the section you are teaching on the Meetings tab of Maintain Schedule of Classes in CUNYfirst, along with access to *Approve* the roster.

Multiple Instructors

Where multiple instructors are assigned to a sections, only instructor(s) assigned *Approve* access will be able to complete the final step, which is marking the roster as *Approved* and then subsequently saving the roster *in that status*.

Roster Approval

All students must have a grade entered before CUNYfirst will allow you to denote the roster as *Approved*. Once the roster is Approved, **it must be saved that way** in order for the grades to be transmitted to the Registrar. *A printout of the roster noted as Approved does not serve as documentation that the roster was successfully submitted, as it may not have been saved.*

Override Terminals

Instructors who have extenuating CUNYfirst issues and cannot promptly benefit from Help Desk assistance can access their grade rosters by using the override terminals provided in the One Stop Service Center located in the Dining Hall, room 128.