

Using NYUHome and Albert

What are NYUHome and Albert?

NYUHome is an online information system. It has a link to your NYU email account (all students, including non-matriculated students, get one). It has a link to Blackboard, a system professors may use to post information about your classes such as syllabi, etc. Albert is a system we link to through NYUHome; it is THE way to register for classes. It is therefore important for you to familiarize yourself with NYUHome and Albert. *Using NYUHome is an integral part of your academic career at NYU.*

Albert is more than just a registration system; it also contains important information about you. Through Albert, you can check your most recent bill using the “Bursar” link. You can see if you have any stops or holds on your record by looking at the “Stops” or “Registration Status” links. Albert also contains links to your midterm and final grades for each semester, and a copy of your unofficial transcript. In this guide, there are specific instructions on how to use Albert to register for classes.

Activating your NetID and Password

- 1.) Type the following address into your web browser:
<http://home.nyu.edu>
- 2.) Look below the boxes that say “NetID” and “Password”; go instead to the small print below them and click where it says, “Need to activate your NetID and Password?”
- 3.) Read the instructions on the page. If you don’t know your NetID (*not* the same as your student ID), click “Start” at the top of the page.
- 4.) Fill out the boxes on the following page, making sure your birthday and social security number are accurate.
- 5.) Follow the instructions on the next page, which will tell you what your NetID is, and instruct you on how to create a password.
- 6.) Now that you have your NetID and password, you can go to <http://home.nyu.edu> and log in to NYUHome.
- 7.) If you experience difficulty while activating your account, please refer to the “Troubleshooting” page toward the end of this guide.

Registering on Albert

Getting into Albert:

- 1.) Once you have logged into NYUHome, click on the “Academics” tab in the top left side of the screen.
- 2.) Click the words “Student Login” on the left side of the screen. You are now in Albert.

Registering for Classes

If you haven't yet been to the Social Work Registration website, please use the link at the end of this guide and follow the instructions there. If you followed the directions on the Social Work website, you should have the call numbers that you need to register written down or printed out nearby. You can now go to the “Register” screen. Enter the call numbers you want into the boxes, and click “Submit” at the bottom of the screen.

--If the course you want is closed:

Try registering yourself for a backup first, to ensure that you have a seat. If all sections of a particular class are closed, however, you will have to waitlist yourself for a class. After trying to add the closed course, a new option will appear next to where you originally entered the call number. Select “Waitlist” to put yourself on the list.

Verifying your Registration:

After registering, select the link “Student Schedule” to view your classes. It will tell you what you are enrolled for and what you are waitlisted for, as well as what number you are on the waitlist. Albert will always have the most current version of your schedule.

About Waitlists:

- Should your first-choice section be closed, you *must* register for an open section to ensure yourself a seat. After registering for a backup section, you may place yourself on the waitlist for your first choice by calling the Registration Helpline.
- Waitlisting is automatic. This means that Albert will roll the next person on the waitlist into the class if an enrolled student drops out. No one can grant you permission to enroll in a course if it is closed.
- If a you are rolled into a section from the waitlist, immediately drop your backup section so you don't get charged for two courses.
- Students cannot sit in on waitlisted courses. This may mean you will miss the first class if you are enrolled after it has taken place. Professors are usually understanding about this.

Remember! Since rolling in depends on whether someone else drops out, it's impossible to predict whether you will roll in. Getting into a class from a waitlist is *never* a guarantee, which is why you should always register for a backup course. No matter what, never compose your schedule around a class that you're not enrolled in.

Troubleshooting

The computer says my information doesn't match the school's records!

First, go back and be sure that you've entered everything correctly. If the message appears again, call the Admissions Office to make sure that your birthday and social security number have been entered correctly in our systems. If everything matches up and you still can't get in, you will need to contact ITS (Information Technology Services) to inform them that there is a system error. Make sure to tell them that you've already verified your information with the School of Social Work.

I logged into NYUHome, but it won't let me get into Albert!

For security purposes, NYUHome gives you only ten minutes to log into Albert from the home page. If you've been checking your email/exploring for longer than this, you will have to log out of NYUHome and then log back in again before you can get to Albert.

I'm trying to waitlist myself/register for a backup on Albert, and the computer won't let me!

Once you are waitlisted or registered for a class, the only way to get waitlisted or registered for another section of that same class is to call the Registration Helpline.

I tried to register for a class I know I'm eligible for, but the computer says there's a prerequisite!

Usually, the computer is just giving you a reminder. If you know you have the required prerequisite, you should be fine. If you don't have the required prerequisite, you cannot take the class and should drop it to avoid being charged.

I typed in my password incorrectly a few times, and now NYUHome won't let me log in at all!

If you log in incorrectly three times, the computer will disable your login as a security measure. You need to call ITS to change your password.

I forgot my NYUHome password!

Underneath the login boxes on the NYUHome screen, there's a link that says, "Forgot your password?" If you click on it, and follow the directions, you may be able to recover your password. Otherwise, you will have to contact ITS to change your password.

Important Phone Numbers/ Helpful Websites

***Helpful Hint:** Whenever you call a department about a computer problem, it's best if you're by your computer so you can follow the directions of the person on the phone. At the very least, always write down the exact error message the computer gives you so that the person on the phone knows how best to help you. Also, have your Student ID (the N-number on the back of your ID card) ready in case we need it to help you.

Phone Numbers:

Information Technology	212-998-3333
Social Work Registration	212-998-5960
Registration Helpline	212-998-4290

Links:

NYUHome: <http://home.nyu.edu>
Information Technology: www.nyu.edu/it

Social Work Registration:

<http://www.nyu.edu/socialwork/students/registration.html>