Q: Where can I get some basic information and terminology on the new system?
A: Navigate to the Registrar’s web site and click on the SIS Training link and look under the Basic Guides header to view the basic’s guide.

Q: I am having logon issues what do I do?
A: Many issues are resolved by clearing your cache. Refer to the Basic Guides area on the SIS training site for directions on how to clear your cache. There is also information on setting up your browser correctly.

Q: I am a faculty member and an advisor will I have more access to the system?
A: The new system is security driven. Depending on your role on campus you will see more or less when you log in. Refer to the Registrar’s web site and click on the SIS Training link to view all of the documentation related to faculty and staff access.

Q: What if I need additional access to the system how can I request that?
A: The new system is security driven. Depending on your role on campus you will see more or less when you log in. Staff need security approval in order to gain access to viewing or doing data entry in some parts of the system. Refer to the SIS Training link and read about how to request access. Some security access requires staff to attend training.

Q: Can I use my back key on my internet explorer while using Albert?
A: It is strongly recommended you do not use your “back” key but instead follow the links provided on each page to go back to a previous page (there will always be a cancel push button or a link to return to a previous page or to back out of a page you are viewing, sometimes it is located on the very bottom of the page you are viewing).

Q: How do I view who is registered for my classes through PeopleSoft?
A: Log in to the New Albert
1. Select Faculty Self Service
2. You will see Faculty Center "My Schedule"
3. Select the Change Term green button, to change from term to term.
4. Select the Class Roster icon to view your rosters.
The icon will not appear until at least one student is enrolled in the class.
Q: Where will I input my grades?
A: Starting Summer 2011 grades will be entered in PeopleSoft You will use the Faculty Center to grade your students. Begin by logging into NYUHome and enter your netid and password. Once you are logged in click on the Academic’s tab and find the Albert login button. Click on this and you will be directed to the NYU Albert portal where there is a link to access the Faculty Center. If grading directions are needed refer to the Faculty Web Grading Help guide on the SIS training site.

Q: What if I log onto the system and my class is not listed?
A: Make sure to read through the Faculty Center Help document for assistance on using the Faculty Center but if you have further questions contact the register’s office at registration@nyu.edu.

Q: Can I attach files to PeopleSoft emails that are generated from my Class Roster?
A: Not right now in PeopleSoft.

But you can get the email addresses for each PeopleSoft roster and use them in Outlook, where you can send attachments. Here are the steps to do this:

1. Log on to your New ALBERT account and Navigate to your Faculty Center
2. Select the Faculty Self Service option from the Portal Menu
3. Click the Class Roster Icon next to the desired class section.
4. View your class roster.
5. Click the “Notify Listed Students” button (bottom center of the roster).
6. Select all the student addresses in the BCC: field.
7. Copy them (Edit > Copy) or "ctrl + c" or "AppleKey + c"
8. Paste them into the Bcc: line of a new Outlook message.
9. Don't forget to attach your file.

You may want to save this semicolon-separated list somewhere for later use.

Q: What if a student does not appear on the roster but indicates they are enrolled?
A: Have the student contact the Registrar’s office or their college office for assistance with registration.

Q: Who do I contact if I have problems submitting grades or viewing student’s who are enrolled in my classes?
A: Refer to the Faculty Web Grading Help guide on the SIS training site. Or contact the registrar’s office at registration@nyu.edu
Q: When will transcripts be available in the New Albert?
A: Transcripts are available now in the new system and are available to staff based on your security access. Refer to the Transcript document on the SIS training site for additional information on printing.

Q: Where can I get information about how old SIS screens translate to new Albert screens?
A: Navigate to the Registrar’s web site and click on the SIS Training link and read the Course and Enrollment view document under the Faculty Guide section.

Q: Where can I get additional help documents?
A: Navigate to the registrar’s web site and click on the SIS Training link.

Q: Where can I get additional help documents?
A: Navigate to the registrar’s web site and click on the SIS Training link.

Q: What if I need more training or additional access?
A: Check NYU iLearn for training opportunities and to register for classes.

Q: What if I need additional assistance on the PeopleSoft processes?
A: We want to make sure we offer the best assistance to faculty for this transition. Please forward your thoughts on how we can better assist the faculty to NYU Registration (registration@nyu.edu) or contact us at 212-998-4848.