

CUNYfirst MyInfo is available on the Web and as a mobile application for students from the [Apple App Store](#) (for Apple iOS 7 or later) or [Google Play](#)¹ (for Android 4.1 or later). These FAQs include a list specific to the mobile MyInfo application for students.

MYINFO QUESTIONS:**1. What is the purpose of MyInfo?**

MyInfo gives students, faculty and staff quick lookup (i.e., read-only) access to information that may be critical, especially at the start of the new semester. It is intended to provide these capabilities to all University students, although particular colleges may have a similar tool that provides more or less information.

2. What type of data is available in MyInfo?

Students, faculty, and staff have access to different types of data.

Students will have access to 7 types of data:

- My Information contains personal and emergency information
- My Classes contains the class schedule information (with ability to download an iCal file)
- My Class Textbooks contains the textbooks assigned to that class
- My Program Plan contains the current program status and plan information
- My Holds contains the current holds on the student record and its impact
- My Financial Aid contains the student's financial aid summary
- Academic Calendar links to the University's academic calendar

Faculty will have access to 2 types of data:

- My Instructor Schedule contains the class schedule and class roster information
- Academic Calendar links to the University's academic calendar

Staff have access to 2 types of data:

- MyInfo Service Center allows an administrator to search for a given student and view the student information
- Academic Calendar links to the University's academic calendar

3. What user ID/password is used?

Users log in using their CUNY portal/Blackboard credentials.

4. Where is the data in MyInfo coming from?

The data is taken every day from CUNYfirst. Data is refreshed every morning.

5. Is it available in mobile format?

Yes, an iOS version of MyInfo for students is available from the [Apple App Store](#) as of January 2016 and from [Google Play](#)¹ as of August 2016 (see "Mobile MyInfo Application for Students Questions" for more information).

The web-based MyInfo application was not designed as a mobile app, but it is mobile friendly.

6. Where can I access MyInfo?

The web-based MyInfo application is available from the CUNYfirst login page, the CUNY portal login page, and Blackboard. Some colleges may also be posting a link to it on their own websites.

See “Mobile MyInfo Application For Students Questions” for information on getting the mobile version of MyInfo for students.

7. Why doesn't MyInfo necessarily match a local campus's information system?

MyInfo and local campus systems get data from CUNYfirst through separate processes that start and end at different times. Some transactions can be in one system but not the other because of this time discrepancy. Remember that CUNYfirst is the system of record that is always up-to-date.

MOBILE MYINFO APPLICATION FOR STUDENTS QUESTIONS:**1. Where can I get the mobile version of MyInfo?**

The mobile MyInfo application for students is available free from the [Apple App Store](#) and from [Google Play](#)¹.

2. What if I cannot find MyInfo in the Apple App Store?

The mobile MyInfo application for students is classified as an iPhone application. To find MyInfo, either use one of the hyperlinks in these FAQs or search the iPhone applications for “MyInfo”.

3. What data and features are available in the mobile MyInfo application for students?

Students will have access to the following types of data and supporting functions:

- My Information contains personal and emergency information
- My Classes contains the class schedule information
- Classes Today shows the student's class schedule for today
- Class reminder sets a 15-minute reminder for class start time
- My Class Textbooks contains the textbooks assigned to that class
- Search online for course textbooks
- My Financial Aid contains the student's financial aid summary
- Holds for current college
- Academic Calendar links to the University's academic calendar
- Campus maps link

4. How do I get support/help for the mobile MyInfo application for students?

Users of the mobile MyInfo application for students should contact their campus help desk for support.

5. What is available to a faculty or staff member in the mobile MyInfo for students?

Faculty and staff members only have access to the academic calendar through mobile MyInfo for students unless they are also a CUNY student.

¹ Note for Android users:

Students and faculty are not required to obtain or use a Gmail account to use this application. Faculty are reminded that, even if they get a Gmail account, they must use their CUNY email address for University business.