NEW YORK UNIVERSITY

Student FAQ's

Q: **What is Albert?**

A: Albert is the web-accessible registration system and front end to the Student Information System (SIS). More than 50,000 students and their advisors use Albert to register for courses, check prerequisites, grades and financial aid status, and more.

Q: **How do I access Albert?**

A: Albert is accessed through NYUHome.

Q: **What is NYUHome?**

A: NYUHome is the enterprise web portal for the University, providing the community with a gateway to numerous web-based applications and services in the interest of collaboration and communication.

Q: **I want to register for courses but Albert says I have a "hold". What do I do?**

A: New Albert will indicate the details of the hold if you click on the "details" link.

- Selecting the specific hold will provide instructions on how to resolve this.

Q: **When I try to register for courses, I get an error message after I submit my request. What do I do?**

A: If you click on the "ERRORS" link, you will be able to find out why the enrollment request was unsuccessful. The message should give you information as to why you were unable to gain entrance.

Q: **What is a class number and where do I find it?**

A: The class number was also known as the "call number" it can be found be doing a search of the system using the subject and/or catalog number. It is not necessary to know what a class number is to enroll in a class. You will be given search tools to locate open classes using a variety of search options.

Q: **I want to register for courses and need to search what is available. What do I do?**

A: New Albert has organized and sorted all courses offered by school.

- Once you have logged into Albert, you can search for available classes by clicking on the Search for Classes button within your Student Center page.
- Scroll to find your school and you can click on the classes to view more information.

Q: **When can I register for my classes?**

A: You will be given an enrollment appointment date and time which you will see when you log into Albert.

Q: **What do I do if the class I want to get into is closed?**

A: You can put yourself on the waitlist if that is available or you can speak with the department offering the class.

Q: **If a department gives me permission to get into a class what do I need from them?**

A: If a department is giving you permission to gain entrance into a class they will give you a permission number. Walk through the enrollment process and populate the number when the system prompts you to do so.