

CUNY upgraded its identity management system (IMS) that controls access to CUNYfirst. This IMS upgrade also provides the opportunity to implement a single set of login credentials, leveraging users' existing CUNYfirst username and password, to access other CUNY applications and services besides CUNYfirst.

The single set of login credentials is called your **CUNY Login**. Once an application or service transitions to the CUNY Login, you will enter your login credentials as follows:

Username: CUNYfirst username@login.cuny.edu

Password: CUNYfirst password

The benefits of moving to the CUNY Login include:

- One set of login credentials—You do not have to remember a separate username and password to access each application and service
- CUNYfirst legacy—You leverage what you already know, your CUNYfirst login credentials as the starting point
- Single sign-on—You only have to log in once for concurrent access to single sign-on enabled applications and services

CUNY applications and services will transition to the CUNY Login over time. The frequently asked questions and answers that follow can help users during the transition to the CUNY Login credentials.

CUNY Login Questions

1. Why is there the new CUNY Login page?

CUNY is transitioning to a single set of login credentials, called the “CUNY Login,” for CUNY-wide applications and services. The CUNY Login page has been introduced as an entry point for applications and services that use the CUNY Login credentials (CUNYfirst username@login.cuny.edu and CUNYfirst password) for authentication.

2. What CUNY applications currently use the CUNY Login page?

The CUNY Login page is currently used to log in to Blackboard, DegreeWorks and FACTS.

The list of applications using the CUNY Login page will grow as applications transition to the CUNY Login.

3. Why do the CUNY Login credentials incorporate the CUNYfirst login name and password?

The identity management system (IMS) that provides user authentication and access control for CUNYfirst can now provide user authentication and access control to other applications and services as well. Since students, faculty and staff already have CUNYfirst login credentials, CUNY is leveraging the CUNYfirst username and password as the basis for the CUNY Login credentials.

4. Why does the CUNY Login require “@login.cuny.edu”?

Adding “@login.cuny.edu” to the CUNYfirst username provides the simplest username format to satisfy the broadest user authentication and access control requirements for University and third-party hosted applications.

To simplify the user experience for the CUNY Login page, “@login.cuny.edu” is prepopulated.

5. Do I continue to use the existing CUNYfirst login page to log in to CUNYfirst?

Yes, you will continue to use the existing CUNYfirst login page on cuny.edu until CUNYfirst transitions to the CUNY Login.

6. Why can't I bookmark the new CUNY Login page?

The new CUNY Login page is used to log in to a CUNY application AFTER clicking on a link for that application. If you access the CUNY Login page directly, such as via a bookmark or by manually entering the URL into your browser address bar, you will see an error page because the identity management system (IMS) will not be able to determine what application you are attempting to access.

Although a bookmark to the CUNY Login page will not work, you can bookmark the link used to open the CUNY Login page for a specific application.

7. How long can an application remain idle before it times out for inactivity?

Inactivity timeouts vary by application as listed below:

Blackboard – 180 minutes (3 hours)

DegreeWorks – 55 minutes

FACTS – 55 minutes

If an application times out for inactivity, you are presented with the CUNY Login page to authenticate again to that application.

To avoid timing out of an application, you can reset its inactivity timer by returning to the application and refreshing a page or clicking on a link before reaching the timeout limit.

8. What happens to my work if I am logged out my application due to an inactivity timeout?

Once you have exceeded the application timeout, the login page displays the next time you refresh a page or click on a link in the application. After logging back in, you are presented with the result of the action that triggered the login page, either a refreshed page or the link's destination.

9. Why does the CUNY Login page display after clicking the Blackboard, DegreeWorks or FACTS link in the CUNY Portal?

Blackboard, DegreeWorks and FACTS now use the CUNY Login credentials. As a result, users are redirected to the CUNY Login page when clicking on the Blackboard, DegreeWorks or FACTS links in the CUNY Portal if they are not already logged in.

10. How many failed login attempts does CUNY Login allow?

The CUNY Login locks an account after five failed login attempts through the CUNY Login page.

Note that once the CUNY Login credentials are locked, the lockout prevents access to all applications and services using the CUNY Login page for access control.

Please contact your campus help desk for assistance in unlocking your CUNY Login credentials.

11. What are the CUNY Login credentials for users without a CUNYfirst account?

Some Blackboard users as well as students at the Graduate Center and the School of Journalism do not have a CUNYfirst account from which the CUNY Login credentials are derived.

These users should append “@login.cuny.edu” to their CUNY Portal username and use their CUNY Portal password when presented with the CUNY Login page.

To simplify the user experience for the CUNY Login page, “@login.cuny.edu” is prepopulated for all users.

12. What is single sign-on?

Single sign-on lets you enter a single username and password once to access more than one application concurrently without having to log in (sign in) to each one separately.

For example, if you are already logged in to Blackboard, clicking on a link to DegreeWorks will automatically open DegreeWorks. Likewise, if you are already logged in to DegreeWorks, clicking on a Blackboard link automatically opens Blackboard.

Conversely, when you log out of one single sign-on enabled application, you log out of all currently active single sign-on enabled applications.

13. What applications currently support single sign-on using the CUNY Login credentials?

The CUNY Login credentials currently provide single sign-on access to the following applications:

- Blackboard
- DegreeWorks
- FACTS

Once you log in to any of these applications, you can access the others without logging in again.

For example, if you are already logged in to Blackboard, clicking on a link to DegreeWorks will automatically open DegreeWorks. Likewise, if you are already logged in to DegreeWorks, clicking on a Blackboard link automatically opens Blackboard.

14. What are the differences between an inactivity timeout and logging out of an application?

An inactivity timeout logs you out of a specific application.

Logging out of an application that is not single sign-on enabled logs you out of that application only.

Logging out of an application that is single sign-on enabled logs you out of all active single sign-on enabled applications.

15. Why does the Application Selection page display when I log in to DegreeWorks or FACTS?

The Application Selection page displays if you have affiliations with multiple colleges and the DegreeWorks or FACTS login link used did not specify a college. Select the college from the Application Selection page to finish logging in.



New Login for CUNY Applications



DegreeWorks FACTS

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LOG IN WITH YOUR CUNY LOGIN CREDENTIALS (CUNYfirst Username@login.cuny.edu and CUNYfirst Password)

CUNY Login
Blackboard | DegreeWorks | FACTS

Log in with your CUNY Login credentials
(CUNYfirst Username@login.cuny.edu and CUNYfirst Password)

Username
@login.cuny.edu

Password

Log in

If you do not have a CUNYfirst account (e.g., Graduate Center and School of Journalism students, and Blackboard guests), see the FAQs.

Forgot Password | Change Password | New User

Note: Please do not bookmark this page. See FAQs.

Coming Next... CUNYfirst CUNYsmart CUNY Virtual Bookstore

Details on the new Login for DegreeWorks and FACTS are posted at
www.cuny.edu/degreeworks and www.cuny.edu/facts