

Portal Registration Problems

- I enter the information requested but I get **“One or more fields below did not exactly match the data we have in our records. Please try again.”**


Some of your information maybe entered with an incorrect format:


- **Social Security Number** – have you entered this in the format **123456789** with no spaces and no dashes?
- **Date of Birth** – have you entered this in the format **01/01/1970** including the slashes and with a four digit year?

If you have entered your information in the required format and are still having trouble registering, please contact the appropriate office to verify that your information has been entered into our system correctly:

- **Staff and Faculty** – contact your [human resources office](#)
- **Students** – contact your college [registrar's office](#)

If your HR office or Registrar confirms that the information entered is correct and you are still unable to register please click on the gray

[web support](#) link at the lower right of the page then the  [Email for more help](#) link. Fill

out the online form and click . Please include your full name, Date of Birth, and a contact phone number.

There will be a complete list of Campus Portal Contacts available in mid-December for registration problems. Also, a more prominent listing of Portal Help will be accessible from the menu bar on the left side of the CUNY Portal page. It will be located under the Log in link.

The CUNY/CIS Help Desk – 212 541-0981