

NEW

Online Appointment System **FINANCIAL AID OFFICE APPOINTMENTS** **Shorter Wait times!**

NEW

We are now piloting "Ventus", an online Appointment System which is a component of the NEMO-Q line management system, currently being used by the Financial Aid and Bursar's Offices.

How does the System Work?

<https://www.ccnycuny.edu/financialaid>

2. Click on the **MENU** Tab labeled **"MAKE AN APPOINTMENT"** located at the bottom left of the page, to be taken to the Financial Aid office online appointment site.
3. Read the information provided on the site before proceeding to the next page to select your appointment. Once in the appointment system, you will select your desired service and appointment times. Appointments must be made at least **48 hours** in advance. Once you have made your selection, you will then be sent confirmation email with a confirmation number and the details of your appointment.
4. Upon arrival at the office, you must proceed to one of the kiosks in the Enrollment Services Center, select the **APPOINTMENT** tab and enter your confirmation number to indicate that you are present for your appointment.
5. You will be entered in a special appointment Queue according to your scheduled appointment time and issued a four digit ticket. Example (**A 2105**). You will then have a seat and wait to be called according to your scheduled appointment time.

Why make an appointment?

1. You will be seen ahead of anyone who does not have an appointment.
2. You can visit the office on time for your scheduled appointment as opposed to walking in and waiting 2-3 hours to be seen at the counter.