FREQUENTLY ASKED QUESTIONS

COMMENCEMENT REGISTRATION AND GUEST TICKETS

I tried to log into the registration website like it said and it told me that I am not eligible to participate. Why? I submitted my graduation application a few months ago.
Please contact your individual school directly to determine why you are listed as ineligible. If your school determines that you are, in fact, eligible to participate in University Commencement, please allow 5-7 business days for your information to be loaded into the registration system so that you are able to register and request your guest tickets.

I don’t know/can’t remember my UNI and password. How do I get this information so that I can register?
Please contact the CUIT Helpdesk if you are a Columbia student, the BCIT Helpdesk if you are a Barnard College student, or the Teachers College Helpdesk if you are a Teachers College student.

I got to “My Graduate Profile” and it has the wrong email address for me. How can I get that changed?
This email address should be associated with your UNI and password and should be your official school email address. Please contact the Commencement Office with a screen shot of your page and the correct information to update your profile.

I got to “My Graduate Profile” and it is asking for my non-Columbia email address, permanent address, and mobile phone number. Why is this information necessary?
This information is necessary in case your individual school needs to contact you after you have graduated and your campus email address and campus address are no longer relevant.

On “My Graduate Profile” it says that my school affiliation is GSAS, but I am getting my PhD in Nursing. Why does the system have the wrong information?
Your PhD degree is within the School of Nursing, but is coordinated by the Graduate School of Arts and Sciences. Even though your coursework falls under the School of Nursing, your degree is conferred by GSAS. At Columbia, all PhD degrees in every discipline are administered by GSAS. This should not affect the number of tickets you are allowed, as both Nursing school graduates and GSAS students are allotted up to two (2) tickets for their guests.

When I selected that I wanted guest tickets, it took me to a page where I can choose from a drop-down menu. It only had a maximum of two tickets when I should be allowed four since I am a CC graduate. Can you change this?
Please contact the Commencement Office at commencement@columbia.edu to look into this issue. There may have been an error with your record in the system. They will follow-up and let you know how to proceed to complete your order.

I want to save my registration and order and come back later when I know for sure how many guest tickets I would like to request. Can I do this?
Unfortunately, the registration system does not allow you to save your work and come back at a later time. If you leave the registration system and come back later (without having checked out), the information you previously entered will not have been saved and you will have to start over from the log-in page.

Can I print my electronic tickets and send them to my family in addition to emailing them, just to make sure they do not get lost?
We recommend that you select one option: a) printing them and giving them to your guests or b) sending them electronically for your guests to print. Each ticket has a unique QR code that cannot be duplicated and is allowed to be
scanned only once on University Commencement Day. If there are multiple tickets with the same code in circulation, only the first ticket with that code will be allowed entry into campus on University Commencement Day, and all other tickets with the same code will be turned away at the gates.

**I am a graduate of two different Schools at Columbia and the School I do not want to process with is linked to my Graduate Profile, what do I do?**

Registering on the Commencement ticketing website just ensures registration of Commencement and requesting of guest tickets. Please line up at your respective school you would like to process with Commencement morning.