RUTGERS UNIVERSITY
University Enrollment Services

1. **Did you submit a request to access the Counselors' Information Center?**
   If no, fill out this form to request access.
   If yes, your request for access is being reviewed and once approved you will receive an initial email invitation to fill out a DocuSign verification form with your principal's information.

2. **Did you receive the initial DocuSign email invitation?**
   If no, and it is not in your junk or spam folder, please submit an inquiry through our contact form. If yes, follow the instructions in the email to fill out your principal's information and submit the DocuSign form.

3. **Did you fill out and submit the DocuSign form with your principal's information?**
   If no, fill out your principal's information in the initial DocuSign form, then submit.
   If yes, you will receive a second email with instructions to fill out your information, provide your electronic signature and submit the form. The completed form will then be sent to your principal requesting their approval via electronic signature. Once your principal submits their part of the form you will receive an email to set up your Rutgers Community ID to access the Counselors' Information Center (CIC).

4. **Did you receive the second email to complete and sign the form electronically?**
   If no, and it is not in your junk or spam folder, please submit an inquiry through our contact form. If yes, follow the email instructions to fill out your information, provide your electronic signature and submit the form. The completed form will then be sent to your principal requesting their approval via electronic signature. Once your principal submits their part of the form you will receive an email to set up your Rutgers CommunityID to access the Counselors' Information Center (CIC).

5. **Did your principal receive and sign the form electronically?**
   If no, advise your principal to check their junk or spam folder. If no email was sent to them, please submit an inquiry through our contact form.
   If yes, ask your principal to review the completed form by signing and submitting the form which will enable you to receive an email to create your Rutgers CommunityID and get access to the CIC portal.

6. **Did you receive an email to create your Rutgers CommunityID?**
   If no, and it is not in your junk or spam folder, please submit an inquiry through our contact form. If yes, follow the instructions in the email to create your Rutgers CommunityID.

7. **Have you attempted to create your Rutgers CommunityID?**
   If no, follow the instructions in the email and click the link provided to log into the system to create your Rutgers CommunityID.
   If yes, use your Rutgers CommunityID credentials to login to the CIC portal.

8. **Were you able to create Rutgers CommunityID?**
   If no, please submit an inquiry through our contact form and provide a description of the steps you have taken including any errors you may have received when attempting to create your Rutgers CommunityID.

   If yes, use your Rutgers CommunityID credentials to login to the CIC portal.