

CSUN Navigators Frequently Asked Questions

- Where can I find _____ room? Refer to the map (download the CSUN Mobile App).
- My class has changed rooms. What should I do? If you cannot find your class, check the CSUN Portal or call the department responsible for the class (refer to the department information sheet).
- Where can I find my class schedule?
 - Log in to the CSUN Portal and select “Academics” at the top. Then select “My Classes,” and lastly, select “Current Class Schedule.”
- Is parking free during the first week of classes?
 - No, there is no grace period. You need to purchase a daily pass or a semester parking permit. The semester parking pass can be purchased in the CSUN Portal under the “Buy a Parking Pass” link on the lower right-hand side.
 - Semester pass: \$ 256.28
 - Daily pass: \$10.45 must be bought in person at the kiosks located in the parking structure.
- I paid for parking and have not received my parking permit yet.
 - If you purchased a semester parking permit, there's no need to print anything out. Everything is now virtual, and Parking Services will verify your permit by checking your vehicle's license plate.
 - If you purchased a day pass, please place the parking permit on your car's dashboard.
- Where can I get a laptop loaner?
 - Will be available in the University Library. Can borrow anything from laptops to webcams, hotspots, headsets, and iPads.
 - [Device Loaner Program webpage](#).
- I am having trouble accessing my portal: Call the IT Help Center at 818-677-1400.
- Where can I get my ID? The CSUN ID is now the CSUN MataCard. It's virtual and available through an app on your phone.
 - [Get Your MataCard | California State University, Northridge \(csun.edu\)](#)
- How late is the campus store open?
 - Campus store hours (Aug. 26 – Sep. 1)
 - Monday through Thursday, 8:30 a.m. - 6:00 p.m.
 - Friday- 8:30 a.m. to 4 p.m.
 - Saturday and Sunday Closed

Please encourage students to download the free [CSUN Mobile App](#)

Resources:

CSUN with a HEART

- [Food Security](#)
- This can be used for students with food insecurity and for many other needs.
- Drop-in hours on their website.
- [CSUN Pantry](#) located at Laurel Hall.
(Next to Sagebrush Hall directly across from parking lots D6 and E6.)

Department of Police Services

- Non-emergency hotline 818-677-2111 (24hrs)
 - We-Tip Hotline 818-677-TIPS (8477)
 - Matador Patrol
 - For safety escorts Monday through Thursday from dusk to 11 pm., call 818-677-5042 or 818-677-5048. Provide name, location, contact number, and destination.
 - Service is available after 11 pm, but with a police officer.
 - Download the CSUN app to get access to crime logs, campus alerts, parking information, and emergency contacts.
 - Parking Office 818-677-2157
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