Instructions to Sign On and Off of Self Service Applications

NOTE: Chrome is the supported Browser for PeopleSoft Self Service applications. If you experience technical problems using Self Service or if your User ID, Password or account is locked, contact the Help Desk at: 1-800-303-3290 or 1-504-568-HELP (4357) or the helpdesk@lsuhsc.edu. Also, passwords can be changed and/or accounts unlocked by accessing the LSUHSC Change Password page: www.lsuhsc.edu/changepassword.
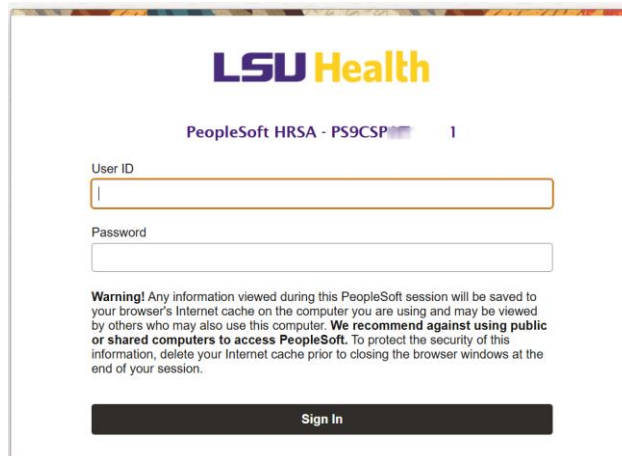
Warning! We recommend against using public or shared computers to access Self-Service. To protect the security of this information, it is important for you to follow the sign out procedures in this document, **delete the Internet cache** prior to closing the browser, and confirm **ALL browser windows are closed** at the end of your session.

On Campus Access:

1. Enter the following URL: http://academicselfservice.lsuhsc.edu

2. Enter your *User ID* and *Password* to sign into the Self Service system.

   NOTE: Your User ID will automatically covert to upper case. Passwords are case sensitive.
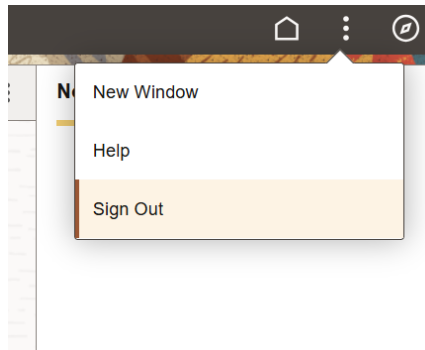
3. Click the *Sign In* button.

4. Click the appropriate *tile* to access desired options. For students:
   My Forms – To complete a new form such as housing plan, Student Health, etc.
   Student Center – View additional information such as Academics, Finances and Personal Information.
   Faculty will see different tiles.
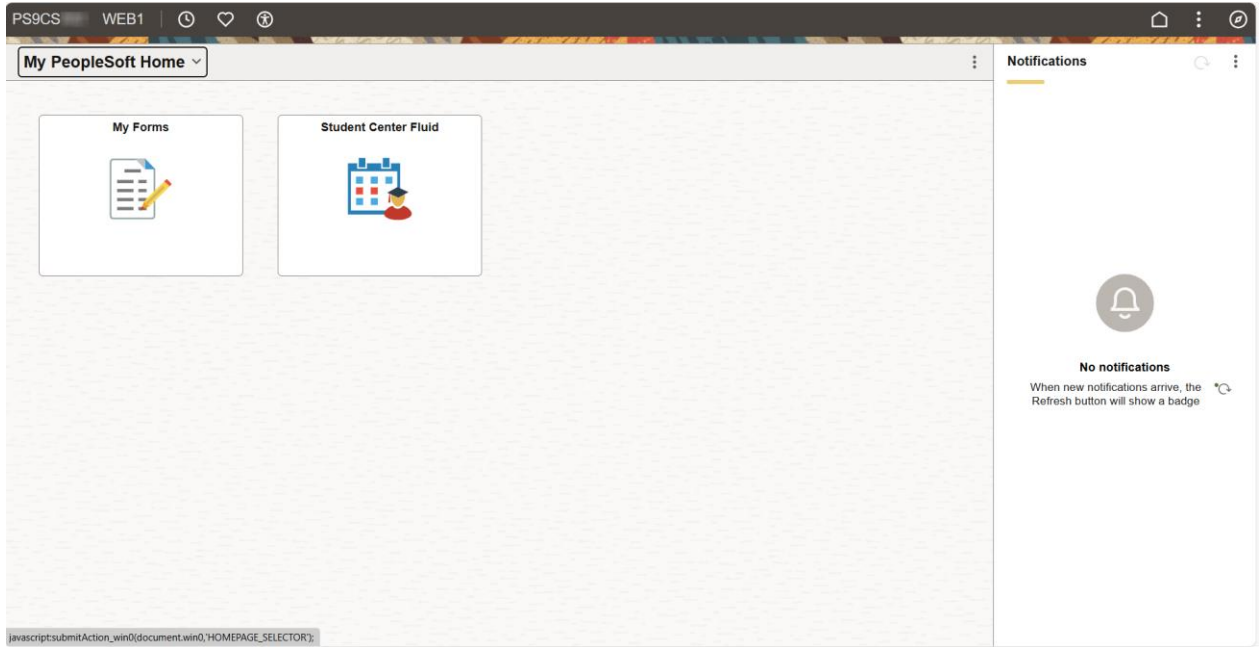
5. To exit the *Self-Service* system, click the **Actions** link in the upper right corner of the screen and then select the **Sign Out** option from the drop-down list.

Warning! Any information viewed during this PeopleSoft Self Service session will be saved to your browser's Internet cache on the computer you are using and may be viewed by others who may use this computer. **We recommend against using public or shared computers to access Self-Service.** To protect the security of this information, delete the Internet cache prior to closing the browser window at the end of your session. If you need additional information on how to delete the browser's internet cache using Chrome, please see below.
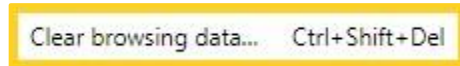
Clearing Cache in Chrome

1. Select *Customize and control Google Chrome* (3 dots) at the top right of the page.
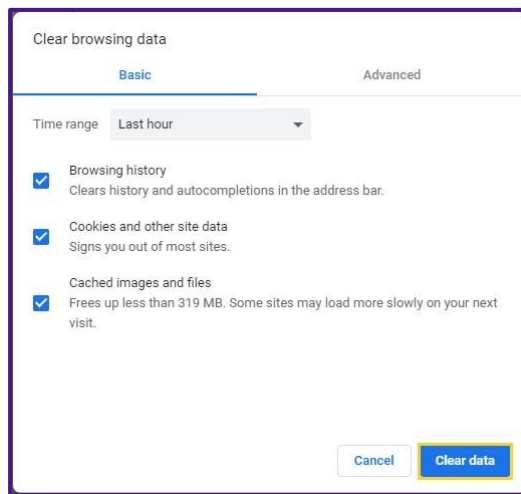
2. Select the *More Tools* from the list.

3. Select *Clear browsing data*.

4. On the Clear browsing data panel, make sure all appropriate boxes are selected and then click *Clear Data*.

5. Click the **X** on the *Settings* tab to **c**lose the browser window.

NOTE: For information on how to clear the cache of commonly used, but non supported browsers, please see the end of this document.

Sign on Instructions for Off Campus Access

1. Enter the following URL: http://academicselfservice.lsuhsc.edu

   NOTE: If this is your first time accessing the portal, allow the ActiveX component to run. Chrome will install the necessary components for the Remote Access Portal. This may take several minutes, so please be patient and let the installer complete the

installation. When the installer has completed, you will automatically be taken to a login screen where you can log in to portal.

2. Enter your *User ID* and *Password*.

   *Note: If your username is prefilled for you, please make sure it ends with **lsuhsc.edu**. If it is not, you will need to click the "Sign in with another account" and sign it with your **lsuhsc.edu** account. In the example below the user would click **Sign in with another account** because the User ID shown does not end in **lsuhsc.edu***

3. Click the *Sign In* button.

4. Click the Academic Self Service link in the Remote Access Portal
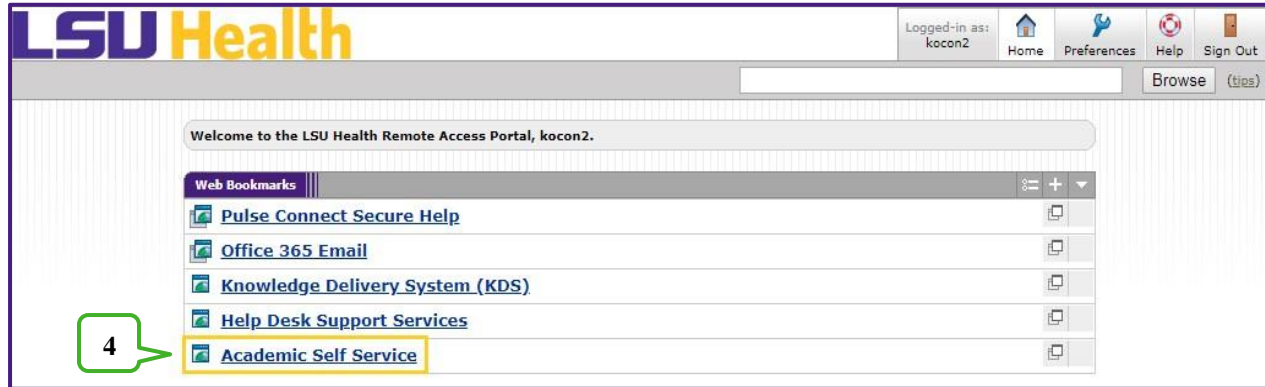
5. Enter your *User ID* and *Password* to sign into the Self Service system

NOTE: Your User ID will automatically covert to upper case. Passwords are case sensitive.

6. Click the *Sign In* button.

7. Click the appropriate *tile* to access desired options. For Students:
   My Forms – To complete a new form such as housing plan, Student Health, etc.
   Student Center – View additional information such as Academics, Finances and Personal Information.
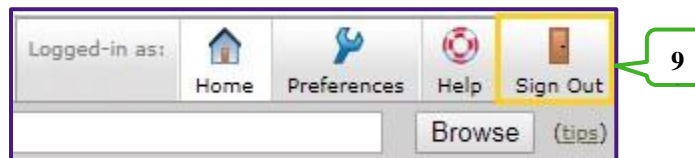   Faculty will see different tiles.
   .

Job Aid
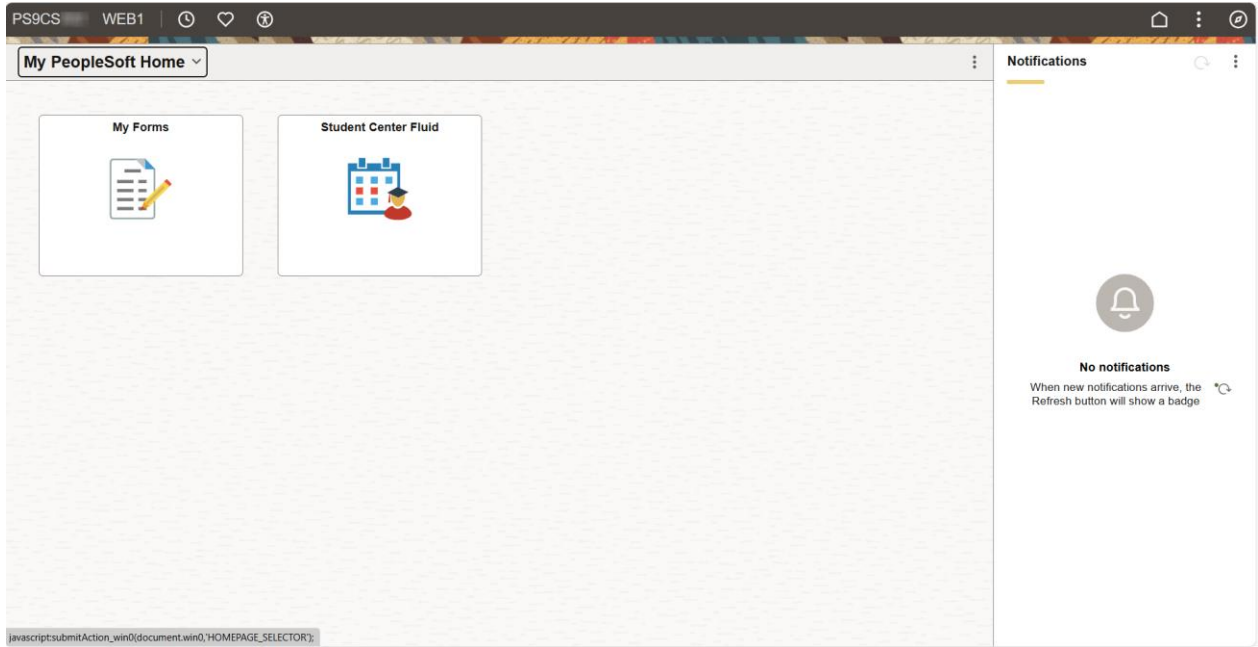
8. To exit the *Self-Service* system, click the **Actions** link in the upper right corner of the screen and then select the Sign Out option from the drop-down list.
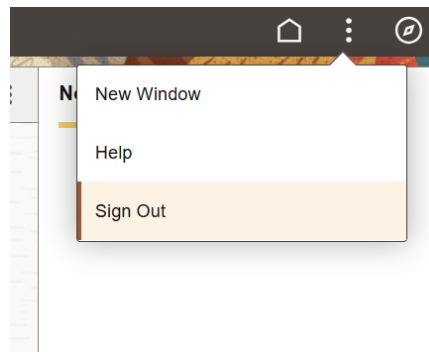
9. To exit the *Remote Access Portal*, click the **Sign out** link located at the top right of the screen.

NOTE: Please make sure your Remote Access Portal session has ended successfully before closing your browser.

Warning! Any information viewed during this PeopleSoft Self Service session will be saved to your browser's Internet cache on the computer you are using and may be viewed by others who may use this computer. **We recommend against using public or shared computers to access Self-Service.** To protect the security of this information, delete the Internet cache prior to closing the browser window at the end of your session. If you need additional information on how to delete your browser's internet cache, please see the Clearing Cache in Chrome section above.

10. Click the **X** to **c**lose your browser and confirm ALL browser windows are closed.