TROUBLESHOOTING GUIDE FOR NEW STUDENTS

- Ψ Welcome to Lawrence! We understand you're running into issues with your account.
- Ψ Pro Tip: Please send us an email w/ screenshots of the error messages you're running into to helpdesk@lawrence.edu.
- Ψ Did you receive an email from us with your username and password?
 - Yes go to the next bullet point (in this case, Ψ).
 - <u>NOTE</u>: username will be the short name (usually last name, first initial) or shortname@lawrence.edu.
 - No please follow these instructions:

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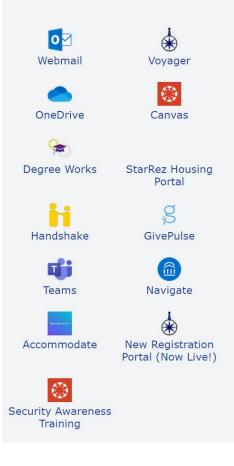
С	Log into your application status portal.			
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		Login		
		To log in, please enter your ensull address and password. Ensult Address FocusA. Your, Plasmentd? Inger Inge		

 When you complete the login, you should see your username and password information in the screen below:

https://admissions.lawrence.edu/apply/status?tab=applist			
nner Links	Technology Services In G SCRIBE-TO-PROD		
Conne	or Badger Impersonation Active: You may be able to see data and make changes that the user might not be able to see or do directly Avoid imp		
Status	Update		
Updates	s to your application and financial aid were posted to your account on Monday, March 11.		
View th	e most recent letter related to your application for admission or financial aid.		
Welc	ome to Lawrence, Connort		
Now	rnext step is to activate your Lawrence account. that you are a Lawrentian, you have access to some new things: a Lawrence ID number, a Lawrence email a access to our student information system. <u><i>Xoyager</i></u> .		
	first, you must follow these instructions to activate your Lawrence account. Read the instructions ca be prepared to use the following information:		
Law	rence ID Number: L01242510		
	rence Username: badgerc		
	porary Password: Pweeneedu		
in us	se note: when you first activate your Lawrence account, or set it up on a new device, you may be asked to in ing "username@lawrence.edu" - see screenshot below. Here, you will use the login entials <u>badgerc@lawrence.edu</u> . Other campus systems will simply ask for your username when logging in		
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- Note: you HAVE to reset your password to be able to successfully sign in to your Lawrentian portal.
- <u>These instructions</u> are linked to the For Incoming Students Website: https://www7.lawrence.edu/info/offices/technology_services/students/for_i ncoming_students#steps-to-activating-your-lawrence-account.

- If that doesn't work, please send us an email w/ screenshots of the error messages you're running into to <u>helpdesk@lawrence.edu</u>.
- Ψ Did you login once, and now forgot your password?
 - No– go to the next bullet point (in this case, Ψ).
 - Yes please follow these instructions:
 - Check first your browser saved passwords cache and password management tool it's possible it saved the information under <u>login.microsoft.com</u> or under <u>Lawrence.edu</u>.
 - Sign in to office.com; sign in with the work or school account credentials.
 - When you get the error message, there should be a prompt to reset your password, along with an MFA prompt.
 - If that doesn't work, please send us an email w/ screenshots of the error messages you're running into to <u>helpdesk@lawrence.edu</u>.
- Ψ Were you unable to get into the registration portal?
 - No– go to the next bullet point (in this case, Ψ).
 - Yes please follow these instructions:
 - Clear browsing history and cached data.
 - Try a new browser.
 - Go to your MyLU, and click on New Registration Portal (below):



- If that doesn't work, please send us an email w/ screenshots of the error messages you're running into to <u>helpdesk@lawrence.edu</u>.
- Ψ Were you unable to get into Star Rez?
 - No– go to the next bullet point (in this case, Ψ).
 - Yes please follow these instructions:
 - Sign out of everything that is your Lawrence account.
 - Sign back into your MyLU account to verify your password works.
 - Once you know your password works, go to Star Rez and login with your username (shortname) and password.
 - If that doesn't work, please send us an email w/ screenshots of the error messages you're running into to <u>helpdesk@lawrence.edu</u>.
- Ψ Does Office 365 say you're blocked?
 - No– go to the next bullet point (in this case, Ψ).
 - Yes please follow these instructions:
 - Please try opening a private browser to confirm the error message.
 - Please send us an email w/ screenshots of the error message you're running into to <u>helpdesk@lawrence.edu</u>.
- Ψ Do you need your MFA reset?

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- No– go to the next bullet point (in this case, Ψ).
- Yes please follow these instructions:
 - Please send us an email w/ screenshots of the error message you're running into to <u>helpdesk@lawrence.edu</u>.
- Ψ Do you need to reset your password?
 - Yes please follow these instructions:
 - Sign in to office.com; sign in with the work or school account credentials.
 - Go to Settings > Password.
 - Enter the old password.
 - Create a new password and confirm it.
 - Select Submit to finish and change the password.
 - If that doesn't work, please send us an email w/ screenshots of the error messages you're running into to <u>helpdesk@lawrence.edu</u>.