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.
   My Favorites – View previously saved *Favorite* pages
   My Advisees – View your advisee details and/or correspond with advisees.
   Faculty Center – View additional information such as My Schedule, Class Roster, and Grade Roster.

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*.

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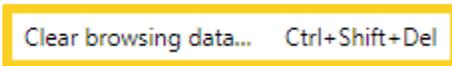
4. On the Clear browsing data panel, make sure all appropriate boxes are selected and then click *Clear Data*.

Clear browsing data

Basic | Advanced

Time range   Last hour

☑ Browsing history
Clears history and autocompletions in the address bar.

☑ Cookies and other site data
Signs you out of most sites.

☑ Cached images and files
Frees up less than 319 MB. Some sites may load more slowly on your next visit.

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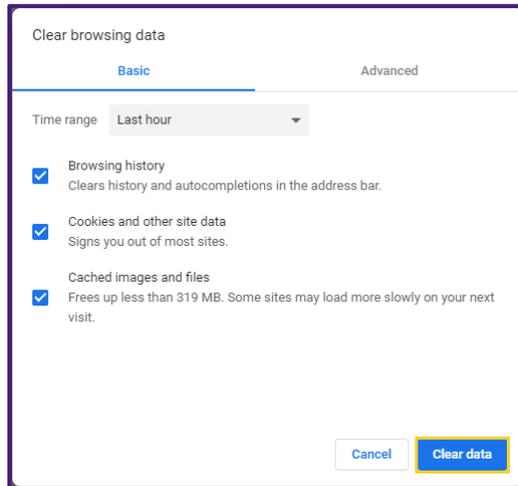
5. Click the **X** on the *Settings* tab to **c**lose the browser window.

⚙ Settings   ✕

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*.

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.
   My Favorites – View previously saved *Favorite* pages
   My Advisees – View your advisee details and/or correspond with advisees.
   Faculty Center – View additional information such as My Schedule, Class Roster, and Grade Roster.

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.
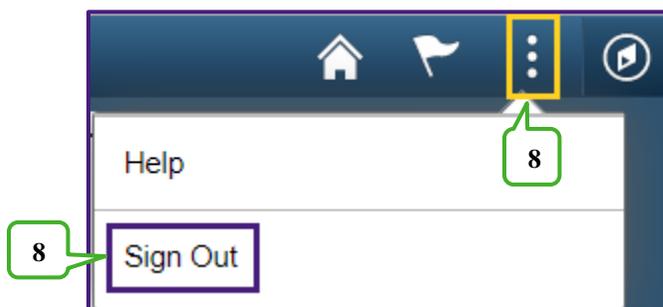
9. To exit the *Remote Access Portal*, click the **Sign out** link located at the top right of the screen.
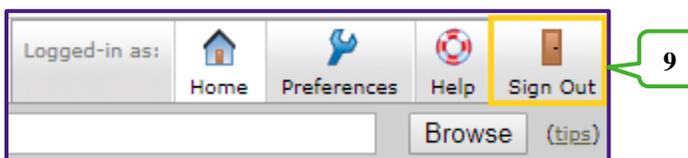
NOTE: Please make sure your Remote Access Portal session has ended successfully before closing your browser.
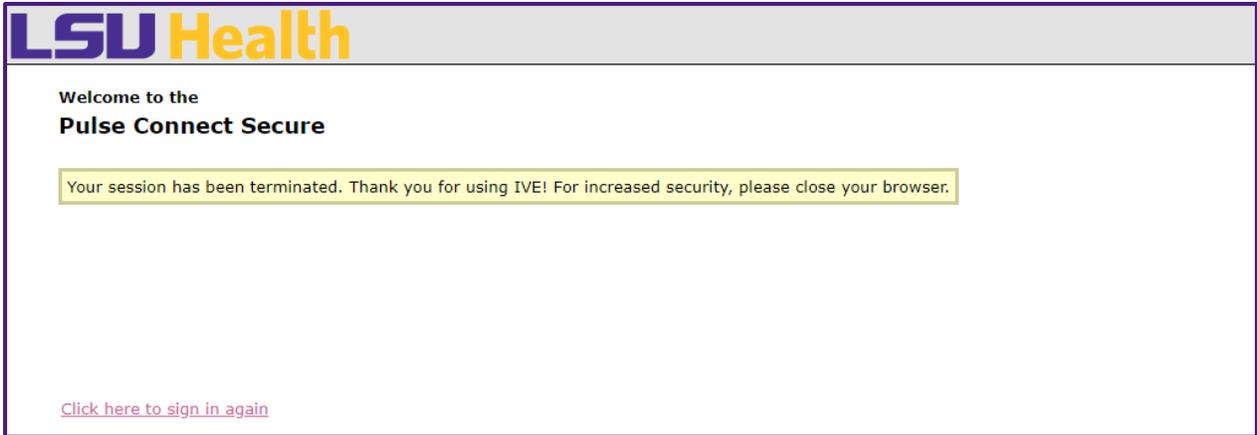
Job Aid

Welcome to the
Pulse Connect Secure

Your session has been terminated. Thank you for using IVE! For increased security, please close your browser.

Click here to sign in again

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.