

## Instructions to Sign On and Off of Self Service Applications

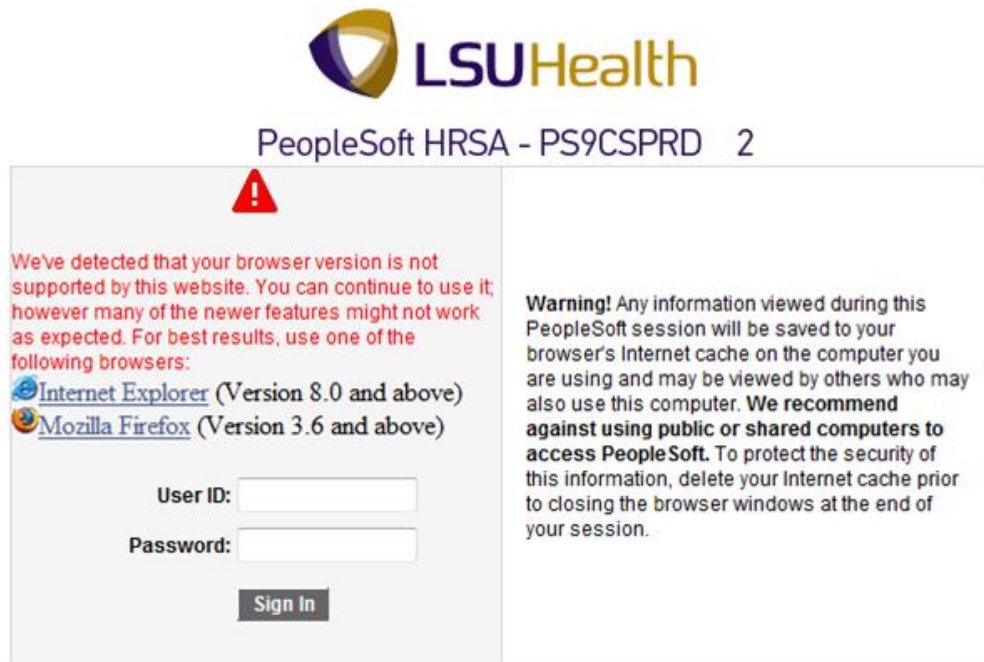
**NOTE: Internet Explorer 8, 9, 10 and 11, are the only supported Browsers for the PeopleSoft Student Self Service applications. If you experience technical problems using Self Service, or if your User ID, Password or account is locked, contact the Help Desk at: 1-800-303-329, or 1-504-568-HELP (4357), or [helpdesk@lsuhsc.edu](mailto:helpdesk@lsuhsc.edu). Also, passwords can be changed and/or accounts unlocked by accessing the LSUHSC Change Password page - [www.lsuhs.edu/changepassword](http://www.lsuhs.edu/changepassword).**

**Note to Alumni and Former Students:** PeopleSoft Self Service Access is provided for a period of five (5) years beyond a student’s graduation or separation date. You must use the network logon ID you had as a student for access. If you do not remember your network logon ID, please contact:

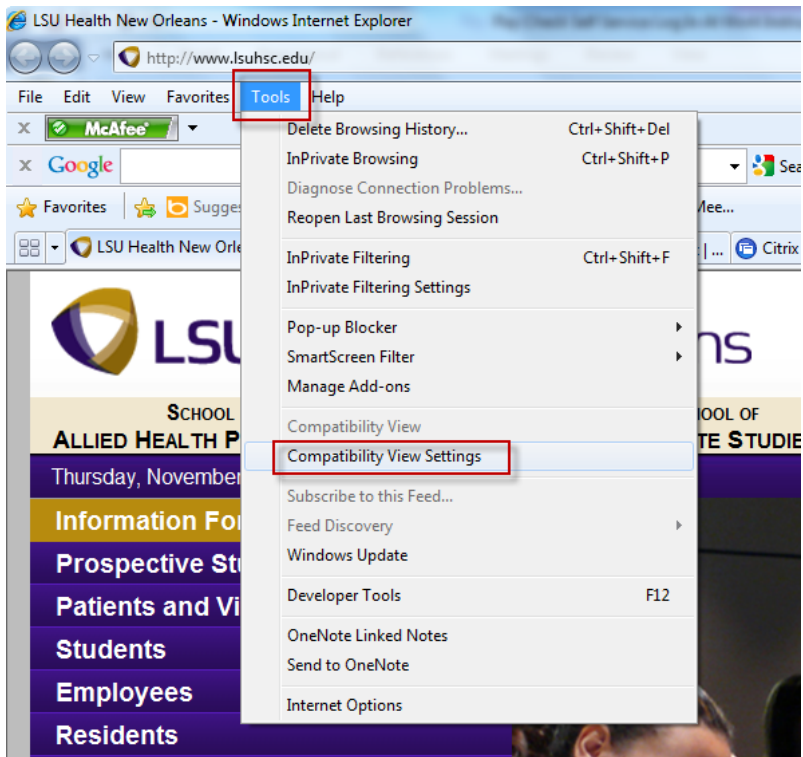
- LSU Health Shreveport graduate / former student, please call the Shreveport Service Desk at (318) 675-6506
- LSUHSC New Orleans graduate / former student please call the New Orleans Help Desk at (504) 568-HELP or (800) 303-3290

### Internet Explorer 9 (IE9) Users: Turn Off Compatibility View:

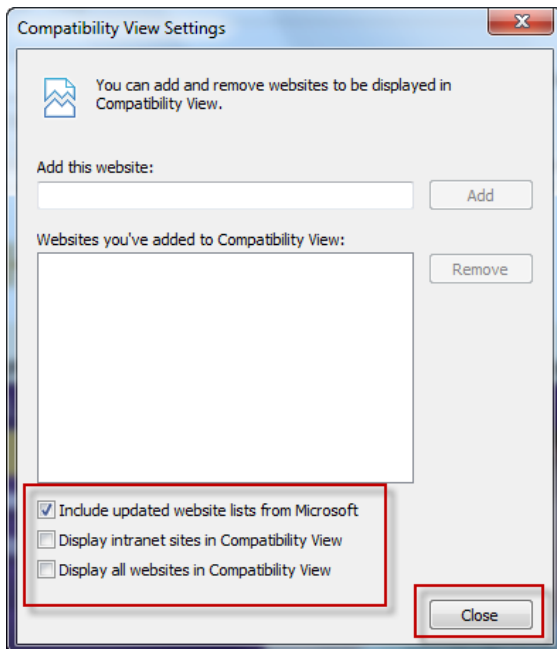
If you are using **Internet Explorer 9 (IE9)** and receive the error message shown on the left in the image below you will need to **turn off** Compatibility View:



In Internet Explorer 9 click on Tools, Compatibility View Settings:

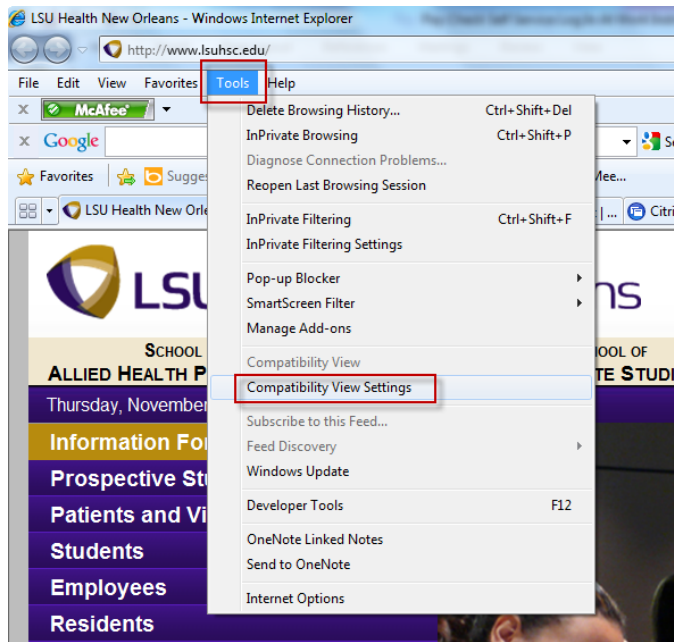


Ensure the first box, Include updated website lists from Microsoft is checked and the next two boxes, Display intranet sites in Compatibility View and Display all Websites in Compatibility View are unchecked. The final settings should like those in the image below. Click Close.

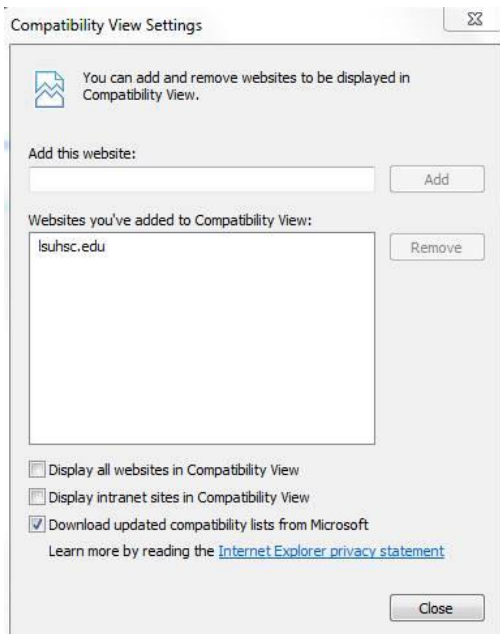


### Internet Explorer 10 (IE 10) users - Turn On Compatibility View:

If the computer is using Internet Explorer 10, **you must turn on** Compatibility View. To turn this on, go to Tools, Compatibility View Settings:




Type *lsuhsc.edu* under Add this website: section, click Add, and click Close.




After turning on Compatibility view, **IE 10** users will see an error message as shown on the left in the image below. Ignore this error message and continue with the sign on process.




PeopleSoft HRSA - PS9CSPRD 2



We've detected that your browser version is not supported by this website. You can continue to use it, however many of the newer features might not work as expected. For best results, use one of the following browsers:

 [Internet Explorer](#) (Version 8.0 and above)

 [Mozilla Firefox](#) (Version 3.6 and above)

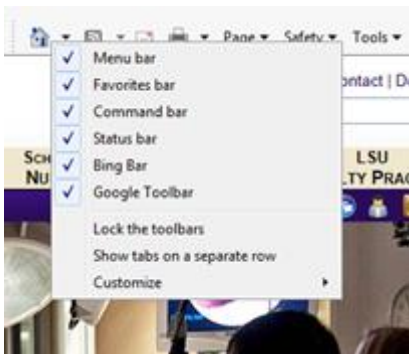
User ID:

Password:

**Warning!** Any information viewed during this PeopleSoft session will be saved to your browser's Internet cache on the computer you are using and may be viewed by others who may also use this computer. **We recommend against using public or shared computers to access PeopleSoft.** To protect the security of this information, delete your Internet cache prior to closing the browser windows at the end of your session.

**Turn on Tools Menu, IE 9 and IE 10:**

If you don't see the Tools option in your browser window, right click on the home page house icon and select Menu bar. Once this is done you should see the Tools menu option.



**Warning! We recommend against using public or shared computers to access Self-Service.**

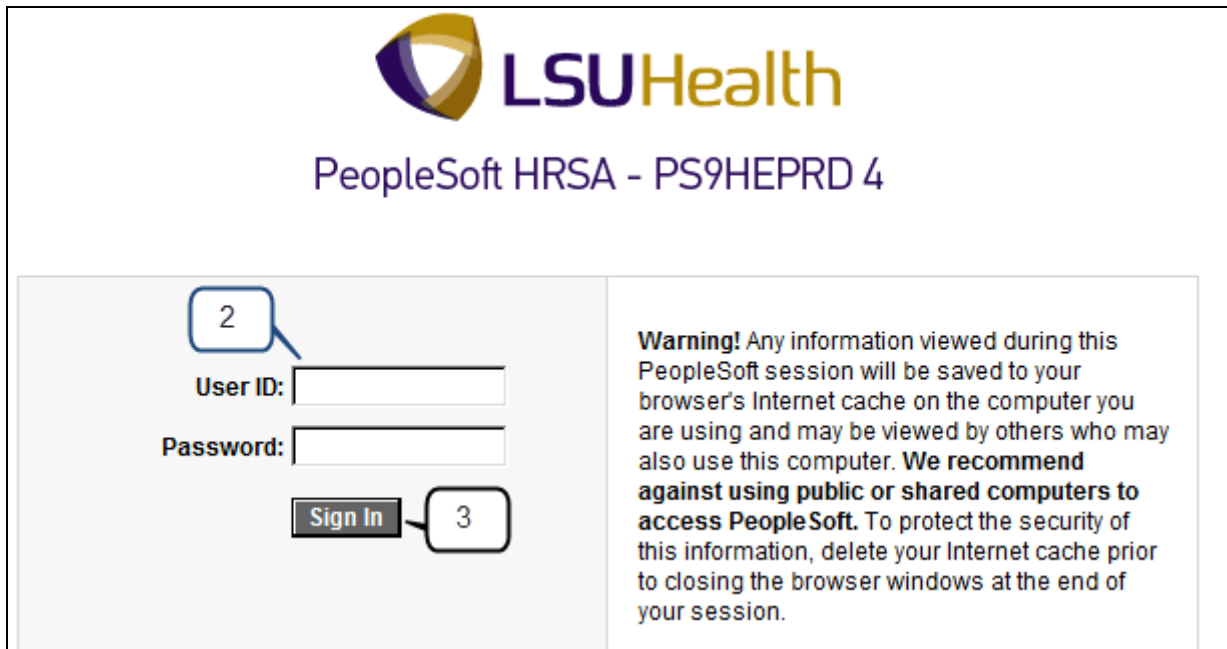
To protect the security of this information, it is important for you to follow the sign out procedures in this document, delete the Internet cache prior to closing the browser, and confirm ALL browser windows are closed at the end of your session.

**On Campus Access:**

1. Enter the following URL: <http://academicselfservice.lsuhs.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.*

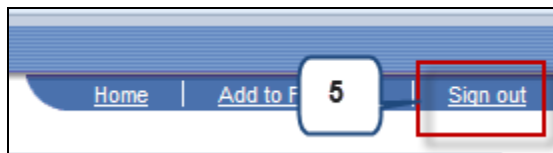
3. Click the Sign In button.



4. Click the Self Service link to access your Student Center.



5. To exit the Self Service system, click the **Sign out** link in the upper right corner of the screen.



**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 for supported browsers, please see below.

#### **Internet Explorer 8 and above**

- From the Safety menu in the upper right, click Delete Browsing History.
- Deselect Preserve Favorites website data, and select Temporary Internet files, Cookies, and History.
- Click Delete.

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

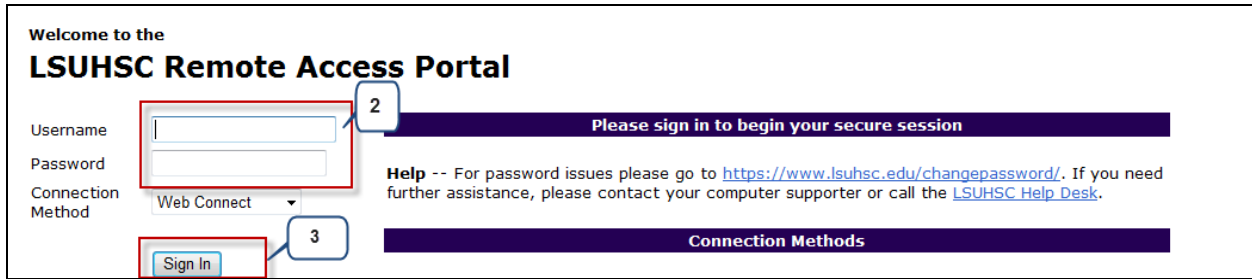
6. Click the **X** to close the browser window.

### **Sign on Instructions for Off Campus Access**

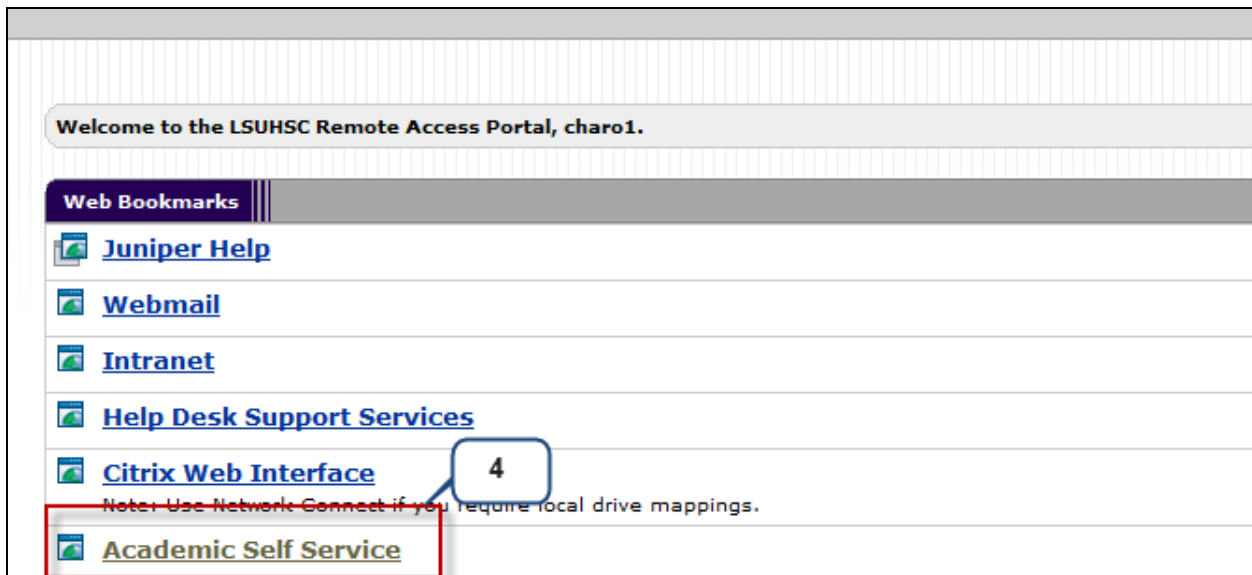
1. Enter the following URL: <http://academicselfservice.lsuhs.edu>.

**NOTE:** If this is your first time accessing the portal, allow the ActiveX component to run. Internet Explorer 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.



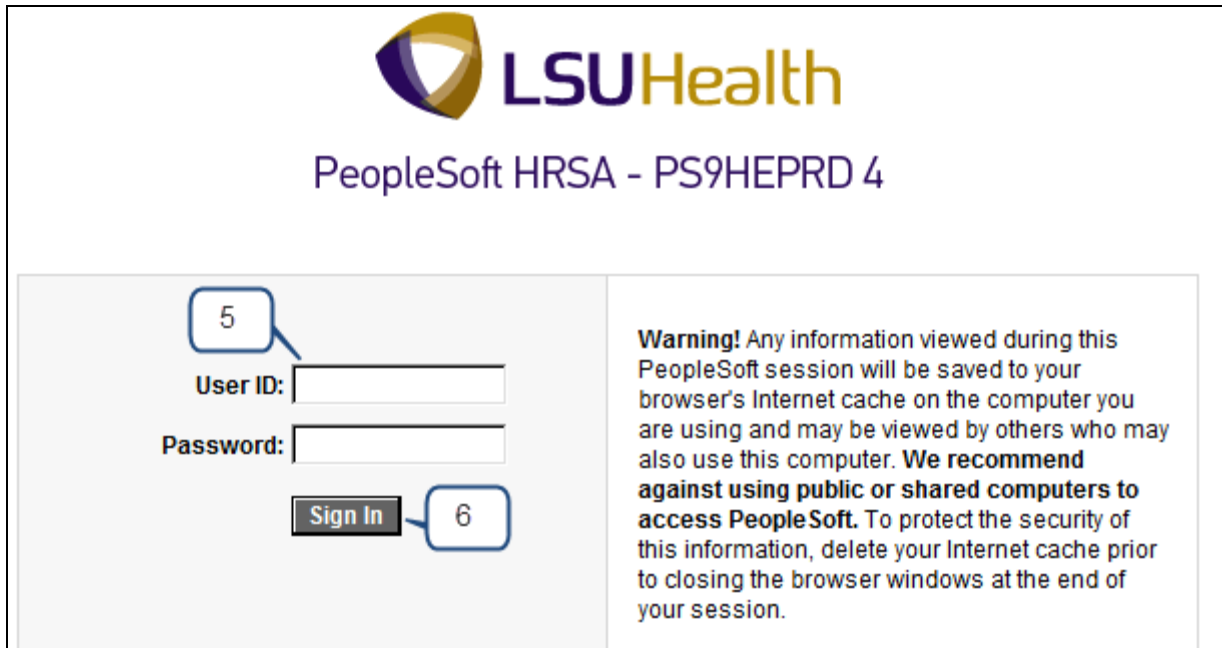
4. Click the Academic Self Service link in the Remote Access Portal.



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

**NOTE:** *Your User ID will automatically convert to Upper Case. Passwords are Case sensitive.*

- Click the Sign In button.



- Click the Self Service link to access your Student Center.



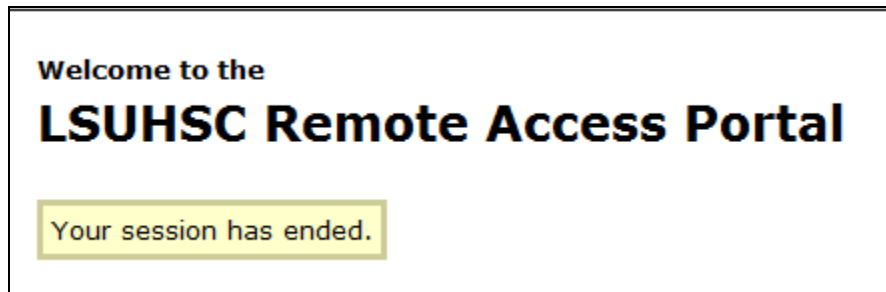
- To exit the Self Service system, click the **Sign out** link in the upper right corner of the screen.





- To exit the Remote Access Portal, click the Sign Out Icon located at the top right of the screen.

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



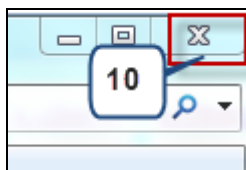
**Warning! Any information viewed during this PeopleSoft Self Service session will be saved to your browser's Internet cache on the computer you are using and may be viewed by others who may use this computer. We recommend against using public or shared computers to access Self-Service.** To protect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

**Internet Explorer 8 and above**

- From the Safety menu in the upper right, click Delete Browsing History....
- Deselect Preserve Favorites website data, and select Temporary Internet files, Cookies, and History.
- Click Delete.

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

- Click the **X** to close your browser and confirm ALL browser windows are closed.



## **Clearing the browser's cache (Commonly used, Non Supported Browsers)**

**Reminder:** To protect your privacy and prevent unauthorized use of your System ID, sign out of the self-service application, clear the browser's cache and close all web browser windows.

### **Firefox 3.5 and above for Windows**

1. From the Tools menu, select Clear Recent History....
2. From the Time range to clear: drop-down menu, select the desired range, or to clear your entire cache, select "Everything".
3. Click the down arrow next to "Details" to choose Cache. Click Clear Now.

### **Firefox 3 for Windows**

1. From the Tools menu, select Clear Recent History... and then select Cache.
2. Click Clear Recent History....

### **Chrome**

1. In the browser bar, enter: `chrome://settings/clearBrowserData`.
2. Select the Empty the cache.  
You can choose the period of time for which you want to clear cached information from the Obliterate the following items from: drop-down menu. To clear your entire cache, select the beginning of time.
3. Click Clear browsing data.

### **Safari**

1. From the Safari menu, select Reset Safari....
2. From the menu, select the items you want to reset, and then click Reset. As of Safari 5.1, Remove all website data covers both cookies and cache.

### **Firefox 3.5 and above for Mac OS X**

1. From the Tools menu, select Clear Recent History.
2. From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select “Everything”.
3. Click the down arrow next to “Details” to choose which elements to clear. Click Clear Now.

### **Firefox 3 for Mac OS X**

1. In Firefox, from the Tools menu, select Clear Recent History.
2. Select Cache and then click Clear Private Data Now.

### **Mobile Safari for iPhone OS (iPhone, iPod touch, iPad)**

To clear cache and cookies:

1. From the home screen, tap Settings, and then tap Safari.
2. At the bottom of Safari's settings screen, tap the button for Clear Cache. To confirm, tap Clear Cache again.

### **Android**

To clear cache:

1. Start your browser.
2. Tap Menu, and then tap “More”.
3. Select Settings.
4. Under "Privacy settings", select Clear cache, and then tap OK to accept (or Cancel to cancel) the deletion.