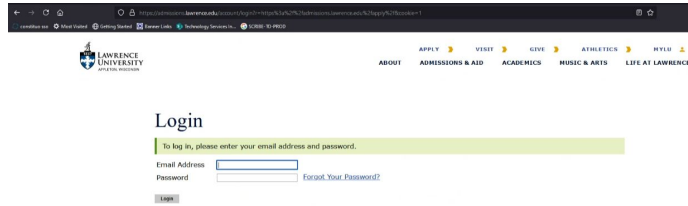
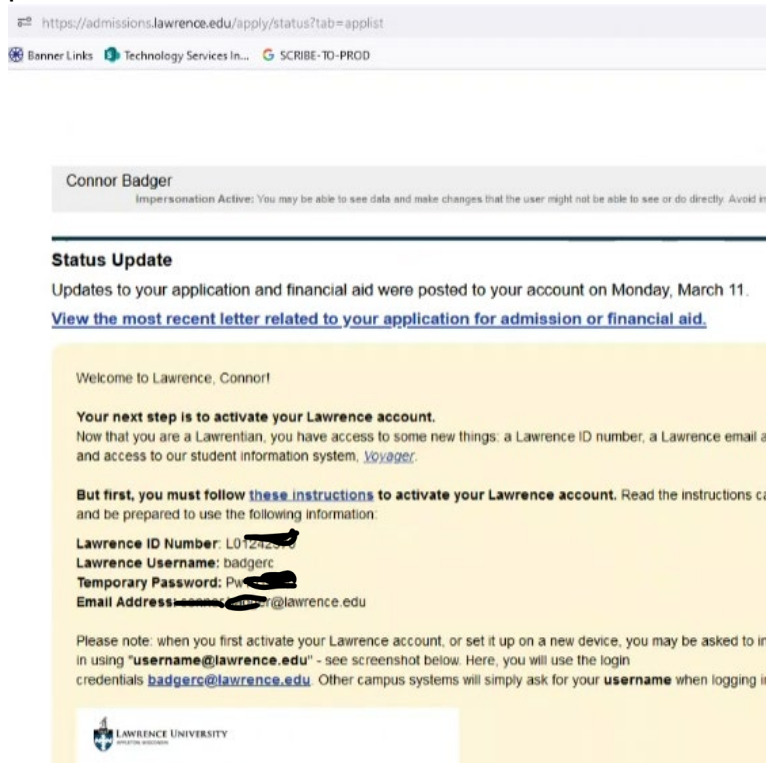


TROUBLESHOOTING GUIDE FOR NEW STUDENTS

- 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).
 - **NOTE:** username will be the short name (usually last name, first initial) or shortname@lawrence.edu.
 - No – please follow these instructions:
 - Log into your [application status portal](#).



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



- Note: you HAVE to reset your password to be able to successfully sign in to your Lawrentian portal.
- **These instructions** are linked to the For Incoming Students Website: https://www7.lawrence.edu/info/offices/technology_services/students/for_incoming_students#steps-to-activating-your-lawrence-account.

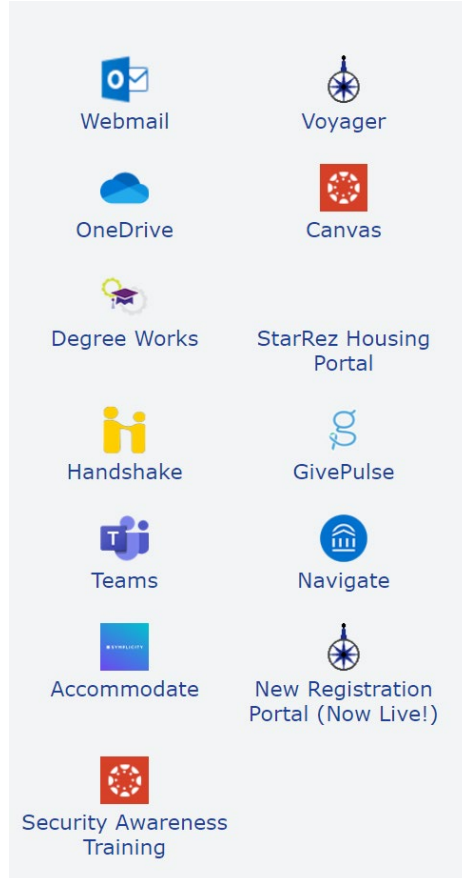
- If that doesn't work, please send us an email w/ screenshots of the error messages you're running into to helpdesk@lawrence.edu.

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 login.microsoft.com or under Lawrence.edu.
 - 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 helpdesk@lawrence.edu.

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 helpdesk@lawrence.edu.

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 helpdesk@lawrence.edu.

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 helpdesk@lawrence.edu.

Ψ Do you need your MFA reset?

- 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 helpdesk@lawrence.edu.

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 helpdesk@lawrence.edu.