

## FAQs on Student Login

- **Why is the username changing?**  
Creating your username, password and security questions will make accessing your student record information, email and Blackboard easier while keeping your information more secure from unauthorized access.
- **Is it mandatory to set up a student login?**  
Yes. Beginning May 18, **all** students (including faculty and staff taking classes at CLC) must create a new login to access myStudentCenter, Blackboard and email accounts.
- **How do I set up a new login account?**  
Go to [www.clcillinois.edu/newlogin](http://www.clcillinois.edu/newlogin) and follow the prompts.  
  
After you have created your new login, you will make any future changes at [Login Management](http://www.clcillinois.edu/loginmanagement) at [www.clcillinois.edu/loginmanagement](http://www.clcillinois.edu/loginmanagement) .
- **How do I know if I am a new student or active/returning student?**  
A **New Student** is one who has **never** attended the college or tried to enroll in any courses at the college.  
An **Active Student** is one who is currently taking courses.  
A **Returning Student** is one who has taken courses in the past or has attempted in any way to enroll in a course – whether or not he/she attended the course, dropped the course or tried to enroll and was denied enrollment for any reason (prerequisites not met, hold on account, etc.).
- **What if I don't remember my CLC Student ID?**  
You can find your CLC ID on your welcome letter, any tuition statement, class schedule, grade report or priority registration notification.  
If you need assistance, contact the [Office of Admissions & Records](#) during business hours.
- **What if I don't remember my pin?**  
Your original password was set at the capital letter W plus your 6-digit date of birth, mmddyy. If you changed your PIN, but do not remember it, contact the [Office of Admissions & Records](#) during business hours.
- **Can I still create a login if I have a hold on my account?**  
Yes! You must create a new login to access any of your student record information on myStudentCenter (such as details on your hold).
- **Why do I need to create security questions?**  
The security questions provide a way for you to retrieve your username (if you forget it) and/or reset your password without placing your personal information at risk. You will be asked three of the five questions you set initially to retrieve your username or set a new password.
- **What will be my username?**  
You will have the ability to create a username based on first name, last name and middle initial (optional).
- **What if I don't remember my new username?**  
Go to [https://apps.clcillinois.edu/stu\\_mgmt/LoginForgot.aspx](https://apps.clcillinois.edu/stu_mgmt/LoginForgot.aspx), enter your 7 digit CLC ID number and answer your security questions.

- **What is my initial password?**  
For security purposes, an initial password will not be created. You will be create a password as you create your account.
- **What if I don't remember my new password?**  
Go to [https://apps.clcillinois.edu/stu\\_mgmt/PasswordForgot.aspx](https://apps.clcillinois.edu/stu_mgmt/PasswordForgot.aspx) , enter your username and answer your security questions
- **What will be my new email address?**  
The email address will be the username you create with @stu.clcillinois.edu at the end. For example, if you name is username is jsmith, the address will be jsmith@stu.clcillinois.edu will be your new email address.
- **When will I have access to my new email account?**  
Your new email account will be available approximately two hours after you create your login. The first time you access your email, your password is set to your 6-digit date of birth, mmddyy. We recommend that you immediately change it to match your new login password. This is the **only** time your passwords will not be automatically in sync.
- **What will happen to my lancermail email account?**  
You can still access your lancermail email account until December 31, 2009. This will allow you to copy out any contact information and move messages to your new account. However, your student email address for college purposes will be set to your [username@stu.clcillinois.edu](mailto:username@stu.clcillinois.edu) account immediately after creating your new login.
- **What if I can't answer my security questions?**  
Contact the [Help Desk](#) during business hours.
- **Does my login lock out after unsuccessful attempts to login?**  
Yes, the login does lock out after three attempts. If you cannot successfully log in after three attempts, please call the [Help Desk](#) to unlock your account.
- **What if I am having technical difficulties?**  
Contact the [Help Desk](#) during business hours.
- **(For Faculty Only) Will this change my Blackboard login?**  
Yes. Your username and password for your Blackboard account will be the same as you use for logging into any college computer / email account.