

# Accessing Your Lancaster General College Computer Accounts at the college / for the very first time / for new students who are not LG employees

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**This document will get you in to FOUR accounts using THREE separate passwords...**

1. The Network (where you will set a VPN/Email/Network password for yourself).
2. Email.
3. Sonis (where you will set a Sonis password for yourself).
4. Blackboard (where you will set a Blackboard password for yourself).

*You must step through this document carefully, step by step, in order. Do not work ahead, believing that you know how to proceed, even if you are an advanced computer user. You will end up locked out.*

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**Find your account form (which was either handed to you in person, or sent to you in the mail)...**

1. On it you will find a *Network ID and Network Password...*
  2. And a *Blackboard ID...*
  3. And a *Sonis ID...*
  4. And a *NetLearning ID*, which you will want to save for a later date (your instructors will let you know when you need it).
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**THE NETWORK. Access the Lancaster General Network...**

1. On any College PC, hit *CTRL-ALT-DELETE*.
  2. Enter the *Network ID (Username)* and *Network Password (Password)* from your account form.
  3. If your login fails three times, you will need to call the password reset line, 45001, option 2. They will give you a new password and you can try again. (Or they may tell you your account isn't ready yet and ask you to try again later.)
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**YOUR PASSWORD. Immediately change your password (or you will be locked out)...**

1. As soon as you login, you will receive a message telling you that you must change your password.
  2. On the next screen, fill in your "Old Password" (the password from your account form).
  3. Then fill in your "New Password" (anything you like, 8-10 characters long with at least one letter and at least one number) and confirm your new password under "Confirm Password".
  4. Click "Change Password" or "OK" or "Submit" or "Finish".
  5. *If nothing has gone wrong*, your login will continue and you'll find yourself at the PC desktop.
  6. If anything has gone wrong, you will see an error message. You can try again. If your login fails three times, you will need to call the password reset line, 45001, option 2. They will give you a new password and you can try again.
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**EMAIL. Access your Lancaster General College email...**

1. Open your web browser (Internet Explorer) and you will be taken to the Lancaster General Intranet website home page.
2. On the left side of the page, near the top, find and click the link to *Email*.
3. Enter the *Network ID (Username)* from your account form and the *Password* you just created.
4. If your login fails, you are definitely using the wrong password. You can try again. If your login fails three times, you will need to call the password reset line, 45001, option 2. They will give you a new password and you can try again starting with the NETWORK login above.
5. We recommend leaving your email running while you work through the next page...

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## **SONIS. Access the Sonis system...**

1. Leave your email up and open a new window in your web browser.
  2. Go to [www.lancastergeneralcollege.edu](http://www.lancastergeneralcollege.edu), then, under *Online Services*, click the link to *Sonis*.
  3. At the Sonis gateway page, click “*For Students*”. On the next screen, read the red-colored text. Do as it says, finally clicking where it says “If you have forgotten your PIN, please click **here**”.
  4. On the next screen, enter your *Sonis ID (full LG email address)* from your account form.
  5. Your Sonis PIN (password) will be mailed to your email address within a few seconds. Leave Sonis up, return to your email, retrieve your Sonis PIN, then return to the main Sonis login page and login to Sonis using your email address and the PIN (password) that was just mailed to you.
  6. After logging in to Sonis, change your Sonis password. To do so, click the “Update Bio” icon within Sonis and modify the PIN entry—this is your password.
  7. If you ever forget your Sonis password, follow these same steps. **Sonis passwords are self-service.**
  8. You will use Sonis to access your bill, your schedule, to register for future classes, etc.
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## **BLACKBOARD. Access the Blackboard system...**

1. Leave your email up and open a new window in your web browser.
  2. Go to [www.lancastergeneralcollege.edu](http://www.lancastergeneralcollege.edu), then, under *Online Services*, click the link to *Blackboard*.
  3. At the Blackboard gateway page, click “*User Login*”. On the next screen, read the small block of text that begins with “Blackboard Passwords”. Do as it says, finally clicking where it says “Forgot Password?”
  4. On the “Lost Password” page, fill in the **top of the form, but NOT the bottom**. Use your *Blackboard ID* for the *Username*, and use the first and last name you used to register with the College. After you hit SUBMIT, an email will be sent to your email account. Leave Blackboard up, return to your email, and click the link in the email message in order to set your new Blackboard password. After you set your new Blackboard password, return to the main Blackboard login page and login to Blackboard.
  5. After logging in to Blackboard, change your Blackboard password. To do so, click the “Personal Information” link under “Tools” on the left side of the screen, then use the “Change Password” link.
  6. If you ever forget your Blackboard password, follow these same steps. **Blackboard passwords are always self-service.**
  7. You will use Blackboard to access course materials. Please note that none of your courses are likely to have materials up just yet. You will probably not be “enrolled” in any Blackboard courses yet.
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## **You now have THREE passwords...**

1. You now have THREE different, separate passwords.
  2. The first password gets you in to: the network, email, and (once you are at home) the VPN.
  3. The second password gets you in to Sonis.
  4. The third password gets you in to Blackboard.
  5. These passwords are NOT synchronized with one another. Do not confuse them for one another.
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## **If you are an employee in the LG system, or are having any problems...**

Contact College IS. Call 717-544-5973.