

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

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

1. Email.
2. Sonis (where you will set a Sonis password for yourself).
3. Blackboard (where you will set a Blackboard password for yourself).

You must step through this document carefully, step by step, in the order it is presented. 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 of our systems.

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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EMAIL. Access your Lancaster General College email...

1. Use your web browser to go to *www.lancastergeneralcollege.edu*.
 2. Under *Online Services*, click the link to *Email*.
 3. Before you continue, check the box that says “I want to change my password after logging on”. If you do not do this, you will be locked out of the system next time you try to login.
 4. *(For future reference, you must check “Secure PC” if you want to open email attachments. You probably don’t need to know this right now, but remember for later in the semester.)*
 5. Enter the *Network ID (Username)* and *Network Password (Password)* from your account form. (It is a violation of College and LG policy to ask your computer to remember your password for you.)
 6. If you are successful, you will immediately be asked to change your password. Do so. Be sure to remember your new password. This is now your network, email, and VPN password.
 7. If your login fails, you are definitely using the wrong password, or have locked yourself out, or your account isn’t ready yet. Call LG’s Password Reset line at 717-544-5001, option 2. They will call you back in 5-10 minutes. Tell them you are locked out and need a new password, then start over at step 1 above. They will either reset you or (if your account isn’t ready) ask you to try again later.
 8. We recommend that you leave your email running while you work through the rest of this...
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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*, 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*, 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: email, VPN Remote Access (if you ever find that you need it), and (once you get on campus) the network.
 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...

1. Your normal LG username and password will continue to work as always.
 2. You’ll need to step through the Sonis and Blackboard instructions above. (For your Sonis email, you might try both @lancastergeneralcollege.edu AND @lancastergeneral.org. One will work.)
 3. If you are an hourly employee, you will not be eligible for VPN Remote Access.
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IF YOU ARE HAVING PROBLEMS...

1. **Blackboard and Sonis are entirely self-service.** No one but you can reset your password. Directions are on the login screen and above in this document. If you absolutely can’t get through it, contact College IS at 717-544-5973.
2. If you attempt to login to **email, the VPN, or the network**, and you get the message that your password has expired, or that your account is locked, or that you are using the wrong password, **the message is always accurate.** You must call LG’s Password Reset Line, 717-544-5001, option 2. They will call you back in 5-10 minutes. Tell them that you do not know your password. Ask if they can please unlock your account and give you a new password. Then start over at step 1 on page 1.