In this guide, we will cover the steps required to access the OLOL College Portal for the first time.

How to access the OLOL College Portal:

1. Type in [http://www.ololcollege.edu/](http://www.ololcollege.edu/) in the URL web browser at the top. Go to the Portal Link at top right corner of page.

2. Login to MyCampus Portal. Your Login/username will be, first and last name together with no spaces, lowercase. Password will be Temp_ _ _ _ (last 4# of SSN, Note the capital T).

   **Example:** johnsmith with password Temp1234

   Go to section on resetting your password when you have issues with your temporary password (page 3). You may also call the Information Support Services Center at (225) 765-4357 for assistance. They are open 24 hours a day, 7 days a week.

   **Please note:** OLOL College policy dictates that you do not share your password with others.
3. Change your password. Click on the yellow/gold lock in the upper left hand corner under QuickLaunch Navigation.

4. Next, Input your information; User Id is your first and last name lowercase. Old password is Temp_ _ _ _ (last 4 of SSN). The new password word must be at least 9 characters long and have one uppercase letter and number. Password may not contained first or last name. Click Submit once you have confirmed your password. At this point you have now successfully changed your password.
Resetting your portal password

If you have forgotten your password to the portal, use the following procedures to reset your password.

1. Go to http://portal.ololcollege.edu
2. Click on “Forgot Password”

3. On the next screen, you will be required to enter two pieces of information. The first is your last name. The second is your social security number or your student ID.

PLEASE NOTE, WHEN USING STUDENT ID, YOU MUST PUT THE LEADING ZEROS (00) IN FRONT OF YOUR ID NUMBER.
4. Once the system has located your account information, you will be asked to send your temporary password to one of the email accounts defined in our system. Note--this access can be to your personal account. Click Submit

![Temporary Password Email](image)

5. At this point, an email will be sent to the selected email account with a temporary password.

![Incognito Mode](image)

6. Visit [http://portal.ololcollege.edu](http://portal.ololcollege.edu)
7. Log into the system using the temporary password provided to you in the email message.
8. Once you are logged into the system, click the yellow padlock under QuickLaunch Navigation to change your password. **Note, until you change your password, you will not be able to fully access Web services.**
9. On the next screen, input your information; user ID, the TEMPORARY password and the new password.

Remember, you password must be alphanumeric, cannot contain any part of your username, must contain one uppercase letter, cannot start with a number and must be 6 to 15 characters in length. OLOL College policy dictates that you do not share your password with others.

10. Click Submit and your portal access password has now been changed.

**Important Helpful Information:**

- You need to put your contact information on the email Help Desk tickets: phone and email contact.
- Transition non-OLOL email addresses to OLOL College email addresses after set-up:
  
  **Example:**
  
  jonilandry@ololcollege.edu

- OLOL College email address will make the Google Drive icon work.
- Please remember not to share usernames and passwords with others.
- Should have 11 or more icons under Launchpad after a new student set-up.
- On campus desktop computers use your email password when you get the small sign-on box via ctrl-alt-del keys.
- Printer codes are assigned to students for on-campus printing through Equitrac tracking machines. It should be your first email. Store the number in a safe, accessible place and do not share this information with others.

If you need assistance, please contact the Information Services Support Center (ISSC).