



Student EAGLE Account FAQ

General

1. Q: Why are these changes being made?

A: This change ensures the security of Lamar Institute of Technology's network and that the users are following the Acceptable Use Guidelines Policy. In the event of a policy violation, LIT is able to associate network users to specific computers, times, and dates.

2. Q: Where and what are my EAGLE account credentials?

A: Locate the student acceptance letter from LIT containing Self Service Banner login credentials. Logging into Self Service Banner grants the student access to all of their account information. Click the Student Records link under the Student tab for student EAGLE account information.

3. Q: When am I eligible to use my EAGLE account?

A: Each student is eligible to use their EAGLE account after receiving their letter in the mail from LIT with their Self Service Banner login credentials. We encourage everyone to login to their accounts as soon as possible.

4. Q: When will I need to use my EAGLE account?

A: EAGLE accounts are needed for the following services:

1. Computer Lab Desktop Login
2. Classroom Desktop Login
3. E-Mail
4. Banner
5. PaperCut

EAGLE Username and Password

5. Q: What and where is my EAGLE account username and password?

A: See Question 2

6. Q: Does my password expire?

A: No. Student account passwords do not expire.

Important Dates

7. Q: When will student computer login accounts be implemented?

A: Monday August 29, 2011 5:00 PM

Problems / Troubleshooting

8. I have forgotten my password and/or username, what can I do?

A: Call Technology Services for password resets. Contact information is located at the bottom of the FAQ.



9. Q: I have locked myself out of my account, what can I do?

A: Call Technology Services to reset the account. Contact information is located at the bottom of the FAQ.

10. Q: Why does my computer log me out?

A: After 10 minutes of user inactivity, a pop-up warning prompts for user activity. If the computer remains inactive, it will log the user off and restart. If a student forgets to logout, anyone would have access to that student's account.

11. Q: What if I cannot find my acceptance letter?

A: If the student cannot locate their acceptance letter, call or visit Student Services for help retrieving the student's Self Service Banner credentials. Contact information is located at the bottom of the FAQ.

12. Q: How do I login to Self Service Banner if I do not have access to a computer at home?

A: LIT provides registration computers that do not require a student to login. These computers are located in the Cecil Beeson cafeteria area (MegaBytes). Use these computers to login to Self Service Banner and retrieve EAGLE account information.

Classroom / Semesters

13. Q: Will my password reset at the beginning of the semester?

A: No. Student account passwords will not be reset.

14. Q: Is my EAGLE account still active?

A: Account status depends on current enrollment status. If a student is continuing classes for 2 consecutive long semesters, their account will not change. However, it may be disabled if a student is not continuing classes the following long semester.

Contact Information

Student Services

Phone: 409-880-8321

Building: Cecil Beeson

Room: 121

Technology Services

Phone: 409-839-2074

Building: Cecil Beeson

Room: 233