LoLA

LoLA (Log On Louisiana) is a powerful new online tool that will allow you to completely manage your college career. LoLA will be your 24/7, one stop resource for the upcoming semester. You can use LoLA to: monitor your financial aid application, register for classes, review your class schedule, check on important upcoming dates, and catch up on campus news and announcements.

- [How do I find my LoLA username?](#)
- [How to Change or Reset Your LoLA Password](#)
- [I'm locked out of my LoLA account](#)
- [LoLA/LCTCS 2-factor authentication](#)
- [What uses my LoLA account?](#)
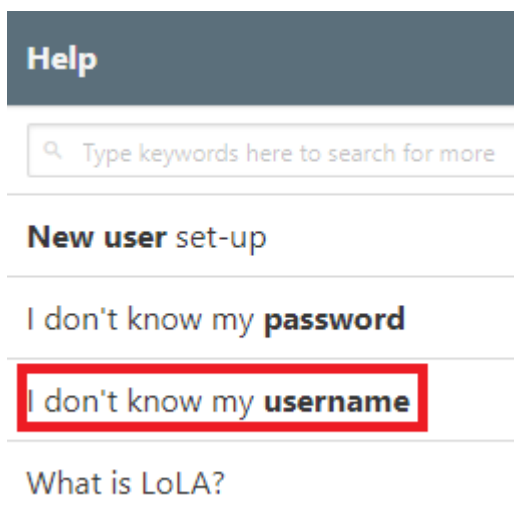- [How to get access to an LCTCS/LoLA service.](#)

How do I find my LoLA username?

1.) Go to www.northshorecollege.edu and select the **LOLA** link located on the top menu bar.

2.) Under **Help:** Select "**I don't know my username**" link for your username. This will send you to the look up tool.

Use the prompts to learn what your username is.

3.) Click **Start**

Welcome!

You can use this tool to **lookup your username** and **reset the password** for your LoLA (Log on Louisiana) account.

If you have trouble using this tool, please call the support line at 1 (844) 465-2827.

Start

4.) Enter your information then click **Next**. **Do NOT click Start Over.** This will cause you to return to the beginning and start the process all over again. The email will be the one that is your preferred email choice in LoLA. Usually this is your NTCC email, but it may be a personal email.

Verify Email Address

Enter your **email** and **date of birth**.

EMail

Birthday

MM   /   DD   /   YYYY

Start Over   Next

5.) You will be sent an email with a code.

Reset your password

You're receiving this e-mail because you requested a password reset for your LoLA account.

Copy the token below and paste it in to the "Token" field in the password reset tool.

This token is valid for 5 minutes.

Random code will appear here.

6.) Input that code in the box labeled **Token** then click **Next** once it turns green.

Verify Email

You should receive an email shortly with a token which you need to copy and paste into the box below.

Please check your inbox, spam and junk folders.

Token

Start Over   Next

7.) Your username will show on the screen. If you need to reset your password, click **Next**. If not, then click **Return to LoLA**.

Your username is

gatortrax

If you already know your password, click the "Return to LoLA" button.

Return to LoLA

To continue on and reset your password, please click the Next button

Start Over   Next
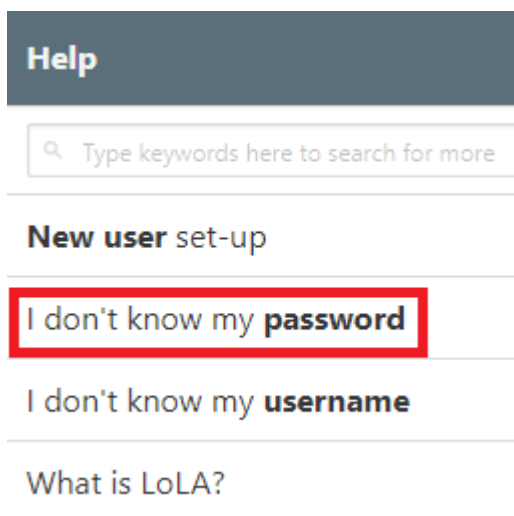
How to Change or Reset Your LoLA Password

NTCC IT cannot assist with LoLA password issues. Contact the LoLA helpdesk at 844-465-2827 for assistance.

1.) Go to www.northshorecollege.edu and select the **LOLA** link located on the top menu bar.

2.) Under **Help:** Select "**I don't know my password**" for your password. This will send you to the look up tool.

Follow all prompts to reset your password.

3.) Click **Start**

4.) Enter your information then click **Next**. **Do NOT click Start Over.** This will cause you to return to the beginning and start the process all over again. The email will be the one that is your preferred email choice in LoLA. Usually this is your NTCC email, but it may be a personal email.

5.) You will be sent an email with a code.

Reset your password

You're receiving this e-mail because you requested a password reset for your LoLA account.

Copy the token below and paste it in to the "Token" field in the password reset tool.

This token is valid for 5 minutes.

Random code will appear here.

6.) Input that code in the box labeled **Token** then click **Next** once it turns green.

Verify Email

You should receive an email shortly with a token which you need to copy and paste into the box below.

Please check your inbox, spam and junk folders.

Token

Start Over   Next

7.) Follow the instructions to create a new password, then click **Reset Password. Do NOT click Start Over.**

Choose a New Password

Your password must satisfy the following:

Must not contain: ▆▆ ▆▆ ▆▆

Must be between 12 and 20 characters in length

Must contain at least one uppercase letter

Must contain at least one number

Must contain at least one of the following: *=+

Must only contain letters, numbers and one of: *=+

Passwords must match

Password

◉

Confirmation

◉

Start Over	Reset Password

8.) When you see the **Success** message then you are done. You can return to LoLA.

Success

Your password has successfully been reset.

Return to LoLA

Start Over

NOTICE: Your LoLA username and password is the same for Canvas, so once you change your password on LoLA it will change it for your Canvas account. Your student email is NOT the same as your LoLA and Canvas accounts.
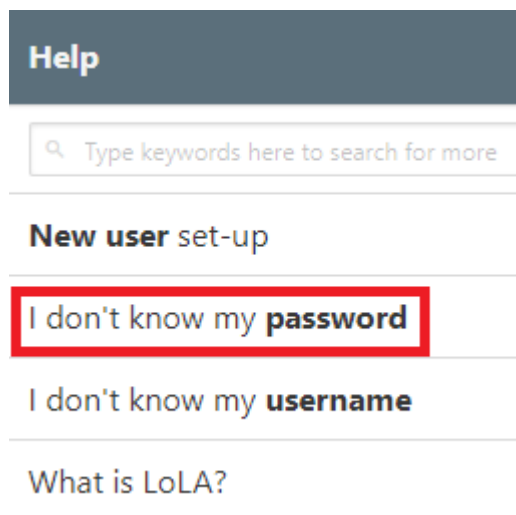
I'm locked out of my LoLA account

After several failed login attempts, LoLA will lock your account. It will not alert you that your account is locked. It will continue to give you an "invalid username/password" error.

To unlock either wait at least 15-20 minutes or follow the unlock account guide.

1.) Under **Help:** Select "**I don't know my password**" for your password. This will send you to the look up tool.

Follow all prompts to reset your password.

2.) Click **Start**

3.) Enter your information then click **Next**. **Do NOT click Start Over.** This will cause you to return to the beginning and start the process all over again. The email will be the one that is your preferred email choice in LoLA. Usually this is your NTCC email, but it may be a personal email.

4.) You will be sent an email with a code.

Reset your password

You're receiving this e-mail because you requested a password reset for your LoLA account.

Copy the token below and paste it in to the "Token" field in the password reset tool.

This token is valid for 5 minutes.

 Random code will appear here.

6.) Input that code in the box labeled **Token** then click **Next** once it turns green.

7.) The next screen will ask if you want to unlock account or reset password. Choose unlock account.

8.) Click **Next**. Then **Return to LoLA**.

LoLA/LCTCS 2-factor authentication

This guide on how to enroll in 2-factor authentication (2FA) for LCTCS has been provided by LCTCS. Click the link below to view the guide.

LCTCS Duo How To

You will need to use 2FA for both LoLA and some NTCC services.

- Once you enroll using the above guide, you will also automatically be enroll for NTCC as well. Both LoLA and NTCC use the Louisiana Community & Technical College System account in Duo Mobile.
- Enrolling in the app and using Duo Push will ensure the best option for authenticating into your services.

> Please submit a helpdesk ticket if you get a new phone in order to reactivate your account. The app is tied to the phone and you will not be able to authenticate if you do not re-enroll.

What uses my LoLA account?

LoLA username and password are used for **any** tool/application found inside LoLA once you log in, such as Cognos, Banner, and Employee timesheet. It is also used for Canvas.

These are some examples:

Other System Links

- **NSHORE ApplicationXtender SSO Login**
- **ApplicationXtender Direct Login**
- **ChromeRiver Expense**
- **Cognos 11 Production**
- **Cognos 11 Development**
- **ePrint Production SSO Login**
- **Intellecheck Production**
- **Intellecheck Test**
- **LCTCS Helpdesk**
- **Quick Support**
- **Workflow Production**
- **Workflow Test**

Banner Administrative Pages

Use the Application Navigator link below to access **Banner 9 Admin Pages**.
- **Application Navigator**

> Some of the services require **Duo Security** to authenticate into that service such as your Employee timesheet.

How to get access to an LCTCS/LoLA service.

There are two ways to get access to a particular service in LoLA

1. Once you log into LoLA, nagivate to the left-hand side where **Banner Security Forms** are and select the proper form for the service you need. For instance, if you need access to Student Admissions, then select the **Banner/Cognos (Student)** form. Then submit the required form once all details have been filled.
2. If a form is not available to the service you need, contact your supervisor or correct representative so they can request access for you. An example would be contacting NTCC's Financial Analyst for **ChromeRiver Expense** which is used for travel reimbursements.

3.

Banner Security Forms

Northshore Technical Community College
- Banner/Cognos (Finance)
- Banner/Cognos (Financial Aid)
- Banner/Cognos (HR)
- Banner/Cognos (Accounts Receivable)
- Banner/Cognos (Student)
- Banner Document Management (AR)
- Banner Document Management (Finance)
- Banner Document Management (Financial Aid)
- Banner Document Management (Student)
- Banner Workflow Access Form - Student Admissions/Registrar
- Evisions/Intellecheck
- XenDirect Cognos Reports Access Request

Other Security Forms
- Administrator Security (Banner) - Access Request Form
- Banner Chart of Accounts Element Request
- Banner Database & Service Account Access Request Form
- Banner Workflow Access - HR
- Request Access for Banner Server
- SES Access Form
- Student App. Recruiter App Admin. Access Form
- VPN Access Form (VPN No Longer Needed for AppNav/Admin Pages)

Pending, Draft, Rejected Forms & History
- Status/History