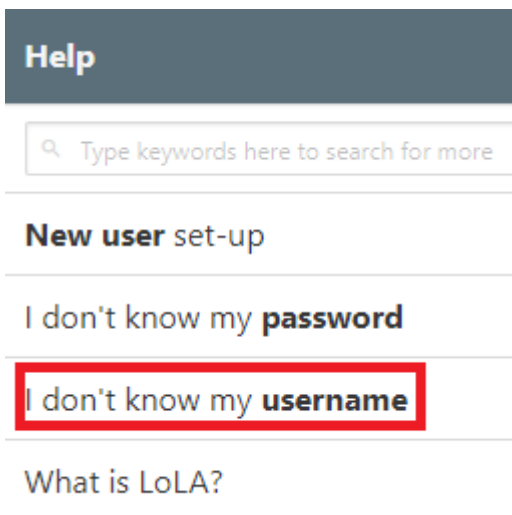# How do I find my LoLA username?

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

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