



eServices Self Service Help for Students

This document covers how to perform several common tasks in eServices.

How To:

- **Find Login ID and Use Password**
- **Change Password**
- **Browse Schedule & Course Catalog**
- **Enroll – Add Classes**
- **Enroll Using the Enrollment Shopping Cart** (formerly Wish List)
- **Drop Classes**
- **Use My Planner**
- **View My Class Schedule**
- **Find Refund and Withdrawal Dates**
- **View Grades**
- **Find My Advisor**
- **View Transcript/Transfer Credit**
- **View or Update Financial Information**
- **View or Update Personal Information/Obtain Student ID**

Need additional help? Contact the ICC Help Desk:

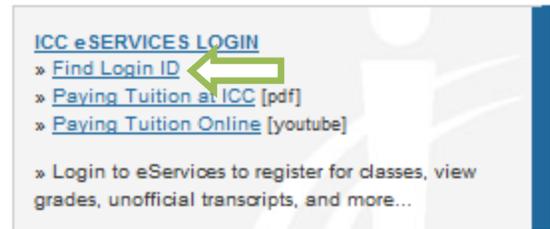
Hours: Sunday 4pm to 10pm, M-Th, 7am to 10pm, Friday 7am to 4pm, and Saturday 8am to noon

Phone: 309-694-5457

Email: helpdesk@icc.edu

Find Login ID and Use Password

1. Direct your browser to www.icc.edu
2. Click **Find Login ID**
3. Enter last name and social security number
 - **Username** format is initials + number (example: AB123 or AB123A)
 - **Default password** for ICC eServices is ICC plus the last five digits of social security number (example: ICC12345)



Need help with passwords or navigation? Contact the ICC Help Desk: Sunday 4pm to 10pm, M-Th, 7am to 10pm, Friday 7am to 4pm, and Saturday 8am to noon at 309-694-5457 or helpdesk@icc.edu

Change Password

To change your password **if your password has expired**:

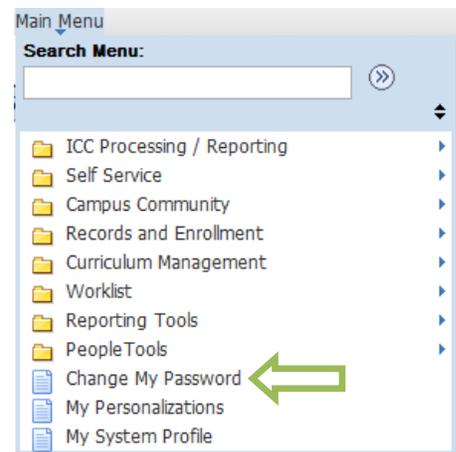
1. On the eServices login page (www.icc.edu/eservices) click on the **Reset My Password** link.
2. Enter your required information (LoginID, ID#, Birthdate, etc.) and click **Continue**
3. Enter **New Password** and **Confirm New Password**
4. Click **Accept Change**
5. Click **Close**



To change your password **while logged into ICC eServices**:

1. Click on **Main Menu > Change My Password** in the top navigation.
2. Enter current password, a new password and confirm new password and click on the **Change Password** button.
3. Click on the **OK** button when the Password Saved page is displayed which will return to the **Change Password** page.

(Note: Your new password needs to be at least 8 characters long and contain letters and numbers.)

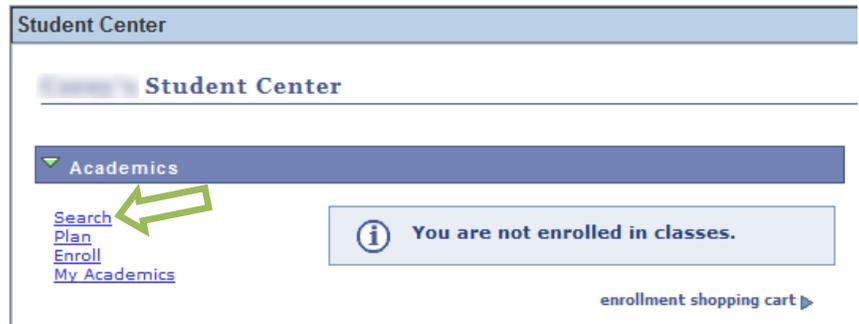


Browse Schedule or Course Catalog

To find classes from within eServices:

Search for Classes

1. In the **Student Center** click **Search**
2. Fill in the Class Search Criteria and click on the **Search** button
3. If you wish to add a class to your enrollment shopping cart:
 - a) Click **select class**
 - b) Select a section and click **next**
 - c) View the information about the section and click **next**.



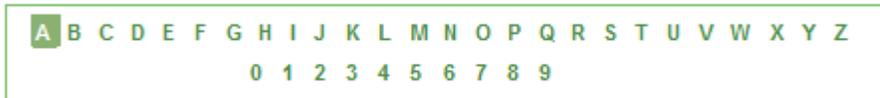
OR

Browse course catalog

1. In the **Student Center** click **Search**
2. Click on **browse course catalog**



This defaults to a listing that begins with “A”. Click the letter of the course you are looking for, such as “C” and then select a course. (example: CMNET – Computer Management Networking)



3. Select the course you are looking for by clicking **select class**
(To view a description of the course, click on the course in the Course Title column.)

4. Click **Add to Planner** button

OR

Click on the title of the course and click on **View Class Sections** to see all available sections of the course and add to your shopping cart

To find classes from the ICC home page:

(Currently not live data – only for planning your schedule)

1. Click on the schedule link on the homepage (example: 2012 Summer/Fall Schedule)
2. Browse the Schedule by Course and using the drop down menu, by Type, or by Location

To browse the course catalog from the ICC home page:

1. Click on the **Catalog** link on the left column of the page
2. Click on **Course Descriptions** to see course information or **All Programs** to view information about programs

Enroll - Add Classes

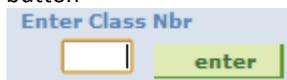
This feature is for **enrolling immediately** in one or more classes during periods when enrollment is open for the desired term.

Once logged in to eServices, in the **Student Center** under the **Academics** heading:

1. Click **Enroll**
2. Select a term and then click **CONTINUE**.
3. Select classes to add for the selected term:

Find Classes by 4 digit class number

- a. Enter 4 digit class number (if you know it) and click on the **enter** button



- b. Confirm the class information and click **Next**

OR

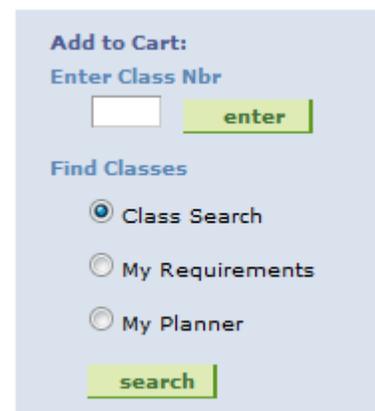
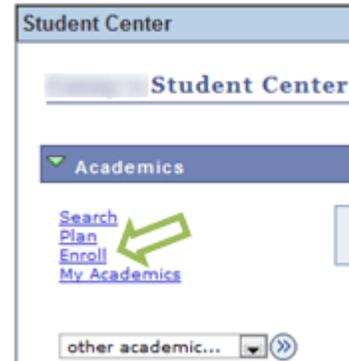
Find Classes by Class Search or My Planner (My Requirements is not being used at this time.)

- a. Enter **Course Subject**, such as BIOL or click on the **select subject** and click on the letter associated with the beginning of the course, such as **B** for **BIOL** and click **select** button.
- b. Enter **Course Number** OR leave blank

Notes about searching:

- Entering a **specific Course Subject and Number** will show sections of a specific course, such as **BIOL110**.
- Entering only **Course Subject** will display all courses with that Course Subject, such as all courses with the BIOL prefix.
- You can optionally use **Additional Search Criteria** for meeting time, days of week, time of day, instructor, mode of instruction and location.

4. Click **Select Class** button
 - a. If enrolling into a Lab Science class, a Select Laboratory section (Required): page will display.
 - b. Select the related lab section
5. Click **Next** button
6. To add more classes, start over at step 3; to continue with this class, click **Proceed to Step 2 of 3**
7. Click **Finish Enrolling**
8. Click **My Class Schedule** to view class schedule



Enroll Using the Enrollment Shopping Cart

The Enrollment Shopping Cart (**formerly Wish List**) is a tool that provides you the opportunity to save classes for use when you are ready and able (when the enrollment period opens) to enroll. In other words, it is **a great tool for selecting classes and validating them before the enrollment period begins** so you can be sure you're ready when the enrollment period opens. Selecting and validating your classes before you attempt to enroll will allow you to address any issues (needed prerequisites, time conflicts, etc.) that may come up related to your enrollment. If you attempt to enroll before the enrollment period begins for a particular term, you will get a message stating, "You do not have a valid enrollment appointment at this time." Otherwise, when the enrollment period begins, you'll be able to enroll very quickly using this feature!

Once logged in to eServices, in the **Student Center** under the **Academics** heading:

1. Click **Enrollment Shopping Cart**
2. Select a term and then click **CONTINUE**
3. Enter a **Class Number** and click **Add to List**
OR
4. Find Classes
 - a. Select **Class Search** or **My Planner** (My Requirements is not being used at this time.)
Entering a specific **Course Subject** and **Number** will show sections of a specific course, such as BIOL110.
Entering **just Course Subject** will display all courses with that Course Subject, such as all courses with the BIOL prefix.
 - b. Selecting **My Planner** and clicking on the **Search** button will list all classes in the Planner. If you have no courses in My Planner, you will receive a message telling you "The Search from My Planner feature is not available at this time. You will need to add classes to **My Planner** before doing this."
 - i. Click on the **Select** button next to the course you want to enroll in.
 - ii. A list of courses for the subject you selected will be displayed.
 - iii. Once you have selected the section you want click on the **Select** button.
 - iv. Click **Next**
 - v. Continue using the instructions for **Validate**
5. Click **Select Class**
6. Click **Next**
7. Continue with **entering a class number or class search** until all classes have been entered.
8. **Validate your classes**
Use this functionality to check for prerequisites, conflicts or other problems with the shopping cart schedule. If no conflicts are displayed, you will see: **OK to Add**. (If there are conflicts there will be a detailed message as to the conflict.)

Click on **Shopping Cart** button

If there is a conflict of any type, the course that has the conflict can be deleted by doing the following:

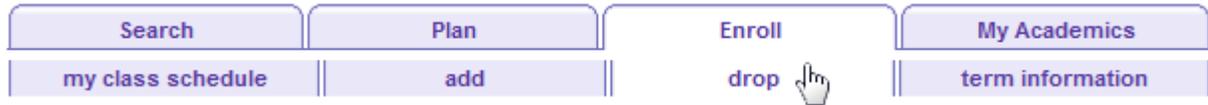
- a. Put a check mark next to the class that is in conflict
- b. Click **delete**. (You can elect to leave the class and take care of any conflicts such as a prerequisite not being met, etc.)

The Shopping Cart will now be available for you to work with prior to open enrollment.

Drop Classes

Once logged in to eServices, in the **Student Center** under the **Academics** heading:

1. Click **Enroll**.
2. Select a term and then click **CONTINUE**.
3. Click on **drop** tab



4. Check **Select** column for class to be dropped
5. Click **Drop Selected Classes**
6. Click **Finish Dropping**
7. Click **My Class Schedule** to confirm class has been dropped
(Note: If the class was dropped prior to start date, then the class will not be displayed on the class schedule. If the class was dropped during the semester, the class schedule will display the class with a status of withdrawn.)

Using My Planner

The **My Planner** feature allows you to plan courses on a short or long-term basis and to directly enroll in planned classes as terms become available. It allows you to choose the courses you will need so that you have them readily and easily usable for enrolling in a term.

Once logged in to eServices, in the **Student Center** under the **Academics** heading:

1. Click **Plan**
2. Select a term and then click **Browse Course Catalog** or **Plan By My Requirements** to choose courses to add the planner
3. Select a course and click **Add To Planner**
4. Once you have courses in **My Planner**, when you are ready to enroll, simply select **My Planner** when searching for courses and you will see all sections available for the courses you have added to **My Planner**.

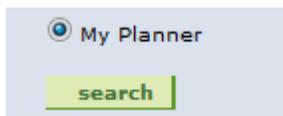


Select subject code to display or hide course information.

▶ **ABE - Adult Basic Education**

▼ **ACCTG - Accounting**

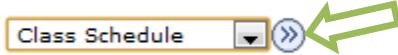
Select	Course Nbr	Course Title	Typically Offered
<input checked="" type="checkbox"/>	105	BOOKKEEPING/ACCOUNTING I	
<input type="checkbox"/>	108	ACCOUNTING USING QUICK BOOKS	



View My Class Schedule

In eServices, in the **Student Center** under the **Academics** heading:

1. Click the **other academic** dropdown list
2. Select **Class Schedule** and click the submit button



This will give you a detailed view of class schedule with class number, date and time in **List View** or **Weekly Calendar View**

*(NOTE: List View displays only class building name and not class room number. Go to **Weekly Calendar View** to see building name and class room number. This view also shows any Online Classes. To see All classes in the Weekly Schedule view change Start Time to 12:00am and End Time to 11:59pm.)*

Find Refund and Withdrawal Dates

1. In the **Student Center** click on **Deadlines** icon (📅) in the first column of the class schedule

OR

1. In the **Student Center** click the **other academic** drop down menu and select **Class Schedule** and click the submit button



2. Select a term and then click **Continue**
3. Click **Academic Calendar Deadlines** icon (📅) in the last column of the class schedule

View Grades

1. In the **Student Center** click the **other academic** drop down menu and select **Grades** and click the submit button



2. Select a term and then click **Continue**
3. You can click on **Printer Friendly Version** to print

Find My Advisors

1. In the right column of the **Student Center** under **Advisor > Program Advisor** you will see your advisors name.
2. click **Details**
3. If you wish to contact your advisor by email, click on your advisor's name.

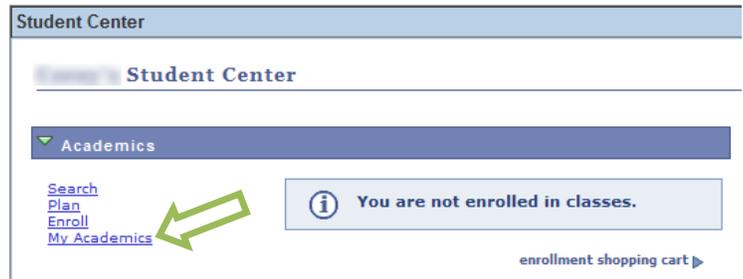


View Transcript/Transfer Credit

To view/obtain your **Unofficial Transcript**:

In the **Student Center**, under **Academics**:

1. Click on **My Academics**
2. Click on **View my unofficial transcript**
3. Select Report Type of **ICC Unofficial Transcript** from drop down menu
4. Select **ICC Unofficial Transcript** in the **Report Type** field and click **go** (**this process may take a few minutes to complete. please do not press any other buttons or links while processing is taking place**)



Academic Institution	Illinois Central College	go
Report Type	ICC Unofficial Transcript	

5. Print your unofficial transcript if desired

To view your **Transfer Credit**:

In the **Student Center**, under **Academics**:

1. Click on **My Academics**
2. Click on **View my transfer credit report**

Finances

Account Inquiry

1. In the **Student Center** under the **Finances** heading click on **Account Inquiry**.
2. Use the tabs to view your financial information



View Financial Aid Information [No way to confirm]

This section applies for students who receive financial aid.

1. In the **Student Center** under the **Finances** heading click on **View Financial Aid**.
2. Click the aid year you wish to view.
3. Award Summary page
 - a. Financial Aid Year 20xx-20xx
 - b. Select the term hyperlinks below to see more detailed information.
 - c. Click on **Loan Details** to get more information on loans.
 - d. Click on **Return to Award Summary**
4. Click on **Financial Aid Summary**
(This is your financial aid eligibility based on your estimated financial aid (budget) costs, family contribution, and estimated need for this aid year.)
5. Click on **View Scheduled Disbursement Dates** to view dates when the Financial Aid will be disbursed.
6. Click on **Return** to return to the Award Summary Page.

Update Personal Information

In the **Student Center** under **Personal Information**, use the tabs to view or change information about you in eServices.



View Student ID

You can obtain your **student id number** from the **Demographic Data** tab. (See next steps...)

View Demographic Data

1. Click on **Demographic Data**
(For all changes to demographic information, contact the ICC Student Service Center at 694-5610.)

Names **[Update]**

1. Below is a list of your current names. Each name has a type associated with it that is indicative of the name's use. For all name changes, please contact the Student Service Center at 694-5610.

View/Change Current Address

Edit **Current Address**:

1. To edit the current address click on the **edit** button.
2. Make the necessary changes and click on the **OK** button.
3. Verify that the information is correct and click on the **Save** button.
4. Click the **OK** button on the Save Confirmation page.

Add a **New Address**:

1. Click on the **Add a New Address** button.
2. Enter the new address and click on **OK** button.
3. Place a check mark next to appropriate address type in the Address Types field, for example: **Home**.
4. Verify that the information is correct and click on the **Save** button.
5. Click the **OK** button on the Save Confirmation page.

View/Change Home Phone

To **delete the phone number displayed**:

1. Select another phone number listed to be the Preferred phone number (Note: You cannot delete the Preferred phone number)
2. use the drop down menu and select **other** to change from the home number (Note: You cannot delete the Home phone number)
3. Click on **Save** and click on **OK** for the Save Confirmation
4. Click on **delete** for the old phone number once the changes have been made
5. On the Delete Confirmation page click on the **Yes – Delete** button if you are sure this is what you want to do otherwise click on the **No – Do Not Delete** button.

To **add a phone number**:

1. click on the **Add a Phone Number** button.
2. Use the drop menu to select the phone type and enter the phone number in the following format: 309/694-5457.
3. Check **preferred** if this is to be the preferred phone number.
4. Click on the **Save** button.
5. Click the **OK** button on the Save Confirmation page.

View/Change Email Address(es)

The **lab** e-mail address **cannot be edited or deleted**.

To **add an e-mail address:**

1. Click on the **Add an Email Address** button
2. Use the drop down menu and select one of the following email types: **business, home** or **other** and add the email address for the type selected.
3. Click on the **Save** button.
4. Click the **OK** button on the Save Confirmation page.
5. To delete the e-mail type of business, home and/or other click on the **delete** button.
6. Confirm whether or not you want to actually delete this address

View/Change Emergency Contacts

To **add an Emergency Contact:**

1. click on the **Add an Emergency Contact** button
2. Fill in the required information for the Emergency Contact Detail
3. If more than one phone number is to be entered click on **Add a Phone Number** button.

To **delete an Emergency Contact:**

(You must either enter a new contact or make a previously entered contact the Primary Contact)

1. Click on the **delete** button
2. Click the **OK** button on the Save Confirmation page.