This document covers how to perform several common tasks in eServices from the Student Center.

**How To:**

- Find User ID/Username
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- Find My Advisor
- View Advisement Report (Degree Audit Report)
- View Transcript/Transfer Credit
- Apply for Graduation
- View or Update Financial Information
- View or Update Personal Information
Find User ID/Username

1. Direct your browser to www.icc.edu
2. From the ICC Home Page, click the down arrow for MY ICC and select ESERVICES
3. Click Find User ID/Username under First Time User

4. Enter last name and entire social security number
   - Username format is initials + number (example: AB123 or AB123A)

Using “Forgot My Password”

To change your password if your password has expired or you’ve forgotten it:

1. On the eServices login page (www.icc.edu/eservices) click on the Forgot My Password link.

2. Enter your User ID when prompted and click Continue

3. If you have set up a security question, enter your Response and click Email New Password.
4. The system confirms that an email is sent.

5. Check your ICC email account for the User ID Password notification.

   This is an auto-reply message. Please do not respond.

   Your password reset request has been received for the user having this email account.

   The password has been changed to: \texttt{Wf@3F-d6}

   After signing into the system with this randomly generated password you will be prompted to change your password.

6. Return to eServices Login page and enter your User ID/Username and paste the new password from the email into the Password field. Click the Sign In link.
7. Next step is to Change your Password. From your Home Page Click on Main Menu then click on Change My Password.

8. Paste the new password from the email into the Current Password field. Enter your new password and confirm your new password. Reminder: passwords are required to be at least 8 characters long and contain a minimum of 1 number, 1 special character, 1 lowercase letter and 1 uppercase letter. Click on the Change Password link.

9. System will confirm your password has been changed. Click on the OK button to continue to your homepage.

10. If you have not set up your security question and response, you will not receive an email. Contact the Help Desk (309-694-5457) for assistance. The Help Desk Staff can reset your password and upon login you will receive the following notification to set up your security question and response.
Text/Email Notification Option
To opt in to receive text or email notifications:

1. In the Student Center under Personal Information click Demographic Data.
   ![Demographic Data](image)

2. Select the Security tab from the top menu options.
   ![Personal Information](image)

3. Select the box next to Enable SMS Notification (text message) and then select phone type of Cellular in the drop down box. The cellular number on the student’s record will automatically populate for review. If cellular is not an option to select, the student will need to add their cell number to their record so it is an option for text notifications. If the Enable Email Notification box is selected, the only option for Email Type is Lab by default. Select Save when complete.

4. Notice to students: This functionality will be used for business needs only and will not be used for marketing purposes or for emergency alerts.
**Browse Schedule or Course Catalog**

To find classes from within eServices:

5. In the Student Center click **Search**
6. Fill in the Class Search Criteria and click on the **Search** button
7. 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**

   ![Image of eServices interface]

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

   ![Image of course catalog search]

   Select subject code to display or hide course information.

   - BANK - Banking
   - BELAC - Language and Culture
   - BELDR - Leadership
   - BENOS - Non-Supervisory
   - BETH - Other
   - BIOL - Biology

3. Select the course you are looking for by clicking on the selected Course Title to view a description of the course.

   ![Image of course title selection]

<table>
<thead>
<tr>
<th>Course Nbr</th>
<th>Course Title</th>
<th>Typically Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>105</td>
<td>NATURAL SCIENCE</td>
<td>Fall Spring Summer</td>
</tr>
<tr>
<td>106</td>
<td>HUMAN BIOLOGY</td>
<td>Fall Spring Summer</td>
</tr>
<tr>
<td>110</td>
<td>LIFE SCIENCE</td>
<td>Fall Spring Summer</td>
</tr>
<tr>
<td>111</td>
<td>CONCEPTS IN BIOLOGY</td>
<td>Fall Spring Summer</td>
</tr>
</tbody>
</table>

Click here to return to Menu Options

Updated: March, 2019 (JD)
4. Click on **View Class Sections** to see all available sections of the course or click on **Add to Planner** button.

5. Click on down arrow for **Terms Offered** to select the desired term and then click **Show Sections** button.
To find classes from the ICC home page:

1. Click the down arrow next to Academics in the blue header row and select Class Schedule.

2. Click the Class Schedule link. Search the live class schedule with the new ICC Mobile Site. Download the ICC app from Google Play Store or iTunes.
To browse the course catalog from the ICC home page:

1. Click the down arrow next to Academics in the blue header row and select Full Text Catalog.

2. The complete catalog may be downloaded or viewed by clicking on View CATALOG link. Click on VIEW ALL PROGRAMS to see course 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 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 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 **Enter**

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. Review class selection
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

<table>
<thead>
<tr>
<th>Search</th>
<th>Plan</th>
<th>Enroll</th>
<th>My Academics</th>
</tr>
</thead>
<tbody>
<tr>
<td>my class schedule</td>
<td>add</td>
<td>drop</td>
<td>term information</td>
</tr>
</tbody>
</table>

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.)

Use 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. Click Browse Course Catalog to choose courses to add to 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.
**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
3. Select a Term and then click the **Continue**

![Select a term then select Continue](image)

This will give you a detailed view of your class schedule with class number, section, date and time, building name and room number, instructor and start/end date.

**Find Refund and Withdrawal Dates**

1. In the **Student Center** click on **Deadlines** icon (/li) 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 (li) 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 Advisor**

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 Advisement Report (Degree Audit Report)**

The Information contained on your advisement report is the same information the Graduation department will use when determining your eligibility to graduate. If you see issues with the degree audit report, please contact your advisor.

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

1. Click on **My Academics**

2. Select “View my advisement report” to view your degree audit report for each of the active programs of study listed on this page:
**View Transcript/Transfer Credit**

To view/obtain your Unofficial Transcript:

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

3. Click on **My Academics**
4. Click on **View my unofficial transcript**
5. Select Report Type of **Unofficial Transcript** from drop down menu
6. Click on **view report**. (**this process may take a few minutes to complete. please do not press any other buttons or links while processing is taking place**)

7. 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**

**Apply for Graduation**

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

1. Click on **My Academics**

2. Click on **Apply for graduation**
3. You are only eligible to apply to graduate from the program/s of study in which you are enrolled.

Apply for Graduation

Submit an Application for Graduation

Select the Apply for Graduation link to proceed with your application. If the link is not visible you may not be eligible for graduation at this time. Please see your Academic Advisor for more information.

Program: Associate in Arts
Illinois Central College | Undergraduate
Degree: Associate in Arts
Degree: Associate in Arts
Area of Study: Business Administration

Apply for Graduation

4. Select your expected Graduation Term from the drop down.

5. Review Graduation Instructions and click Continue.
6. Verify your information and click Submit Application.

7. A confirmation message will display.

8. You can periodically check your eServices account for the progress of your graduation application by selecting “View My Graduation Status”.

My Academics

<table>
<thead>
<tr>
<th>Academic Requirements</th>
<th>View my advisement report</th>
</tr>
</thead>
<tbody>
<tr>
<td>What-If Report</td>
<td>Create a what-if scenario</td>
</tr>
<tr>
<td>Advisors</td>
<td>View my advisors</td>
</tr>
<tr>
<td>Transfer Credit</td>
<td>Evaluate my transfer credits</td>
</tr>
<tr>
<td>Course History</td>
<td>View my course history</td>
</tr>
<tr>
<td>Transcript</td>
<td>View my unofficial transcript</td>
</tr>
<tr>
<td>Enrollment Verification</td>
<td>Request enrollment verification</td>
</tr>
</tbody>
</table>

Graduation

Apply for Graduation
Submit Confirmation

✓ You have successfully applied for graduation.
View or Update 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

<table>
<thead>
<tr>
<th>Account Inquiry</th>
<th>Account Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>summary</td>
<td>activity</td>
</tr>
<tr>
<td>charges due</td>
<td>payments</td>
</tr>
<tr>
<td>pending aid</td>
<td></td>
</tr>
</tbody>
</table>

View Financial Aid Information
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 Return
6. Click on View Scheduled Disbursement Dates to view dates when the Financial Aid will be disbursed.
7. Click on Return to Award Summary to return to the Award Summary Page.

Update Personal Information
In the Student Center under Personal Information, click on Demographic Data 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
1. 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.
View/Change Ethnicity
To change Ethnicity:
1. Click on Yes, I am Hispanic or Latino or No, I am not Hispanic or Latino
2. Click each race that applies
3. Click The Information is correct as entered.
4. Click the Submit button.

Need additional help? Contact the ICC Help Desk:
Hours: Sunday: 4pm to 8:30pm, M-Th: 7am to 6:30pm, Friday: 7am to 4pm, and Saturday: closed
Phone: 309-694-5457
Email: helpdesk@icc.edu