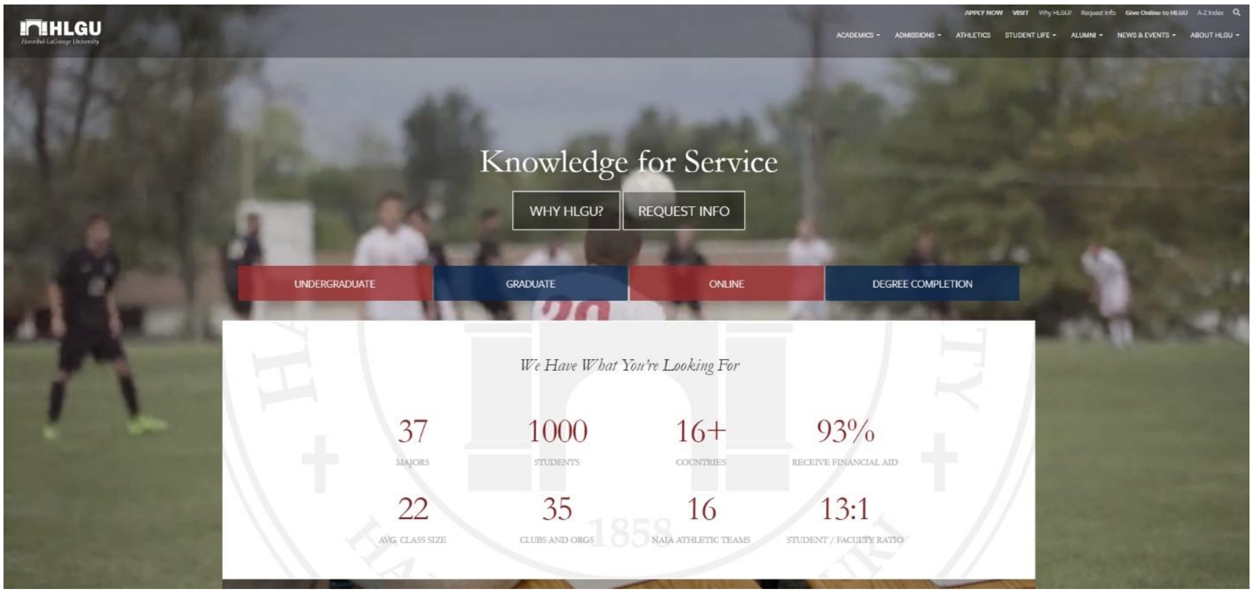
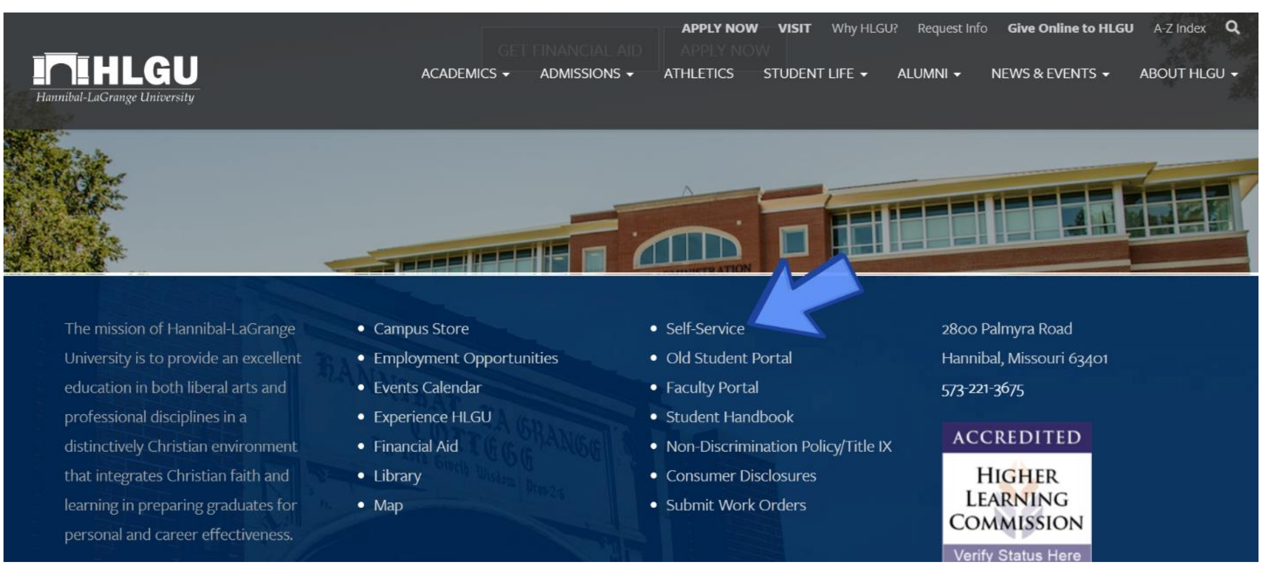
Self-service Handbook: Students

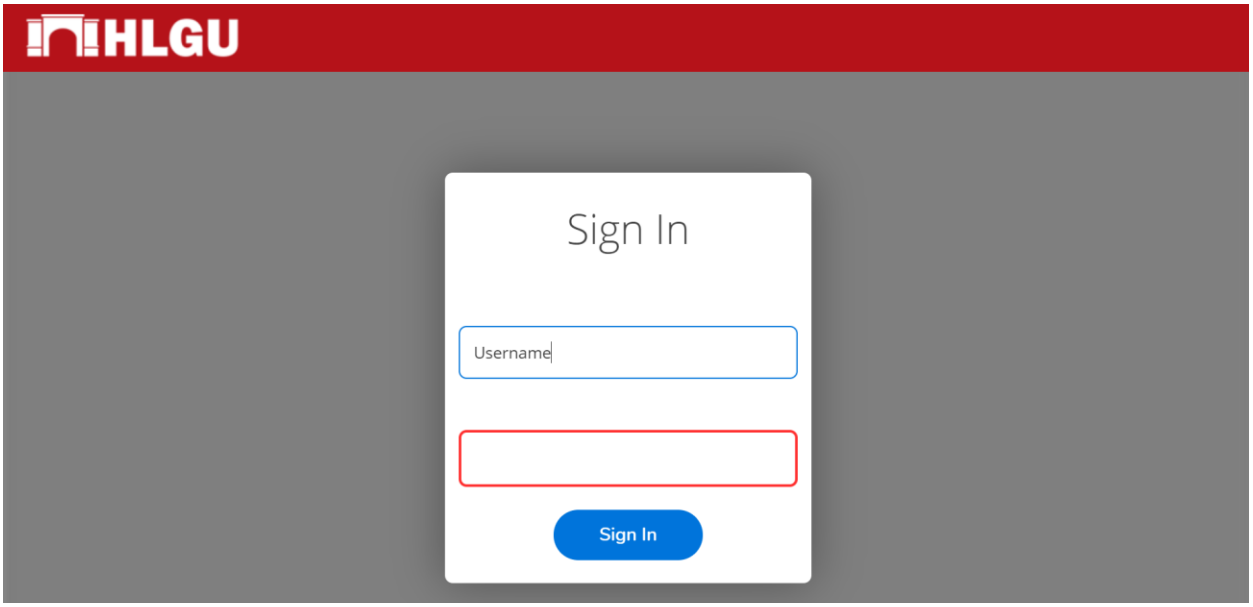
Head to https://www.hlg.edu/



Scroll to the bottom and click on the Self-Service link.



The Self-Service link will take you to the sign in screen.



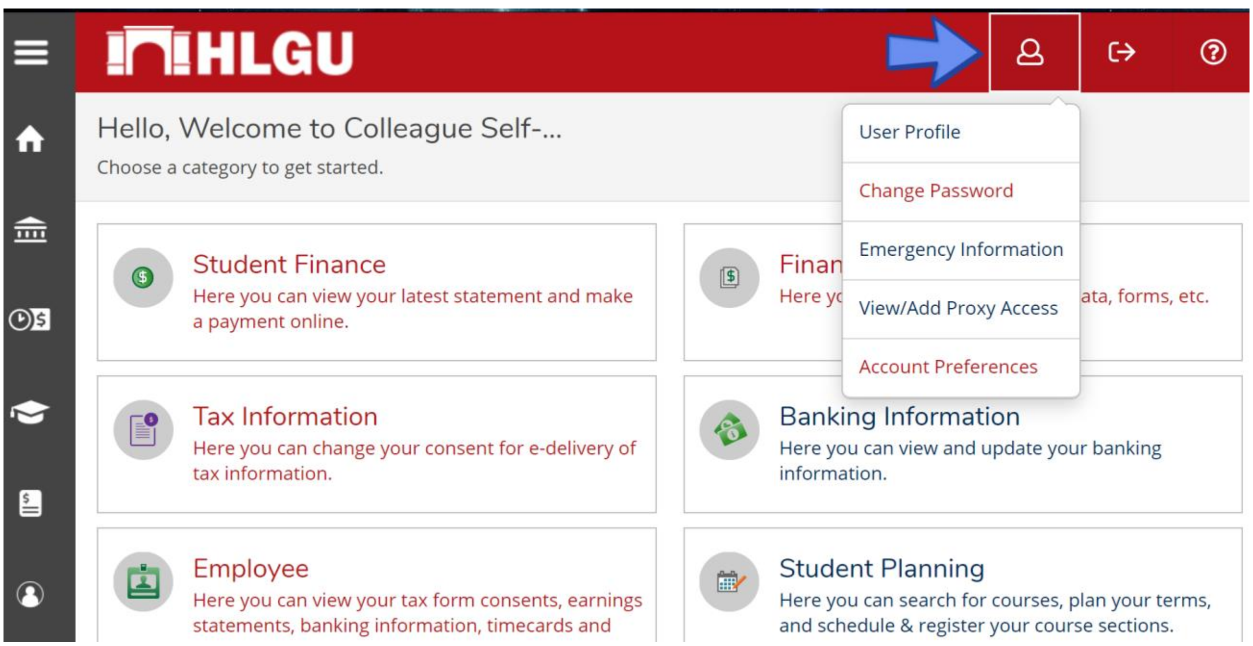
Sign in with the appropriate credentials.

Navigation

User Options:

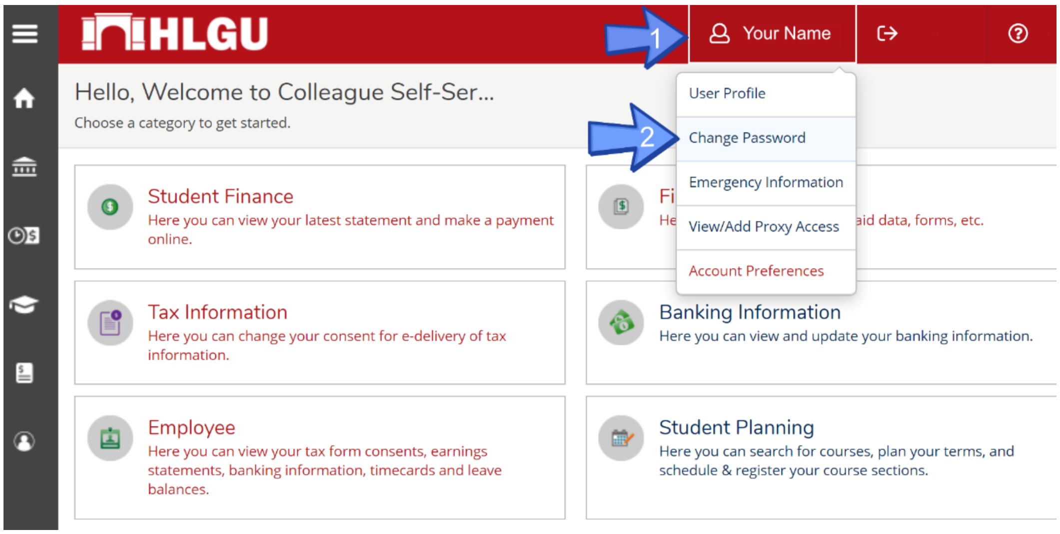
Once you sign into Self-Service you will be taken to the Self-Service Dashboard. User options will allow you to quickly **change your password**, **edit your emergency information**, and allow you to **View/Add Proxy Access**.

(There is a walkthrough on **how to view, edit, and add proxy access** under the **User Options section** of this handbook.**)**

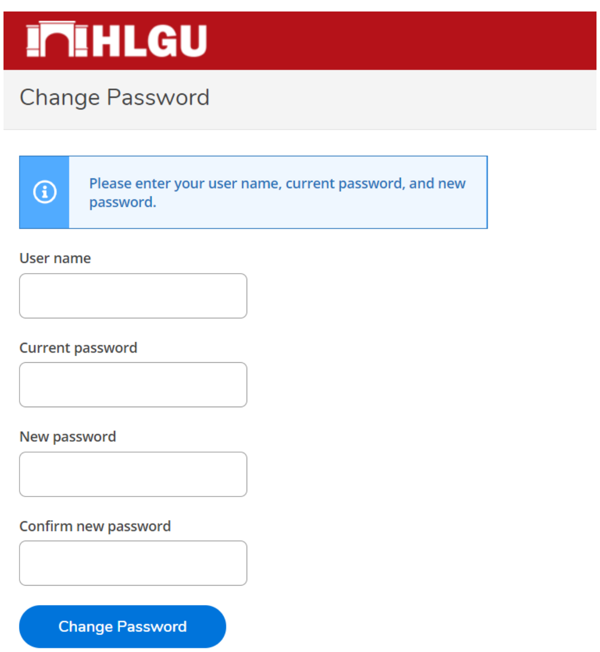


<u>Resetting Your Password</u>:

To reset your password first **Click the person icon** in the right-hand corner of your screen. A drop-down menu will appear. Next, **Click Change Password**.



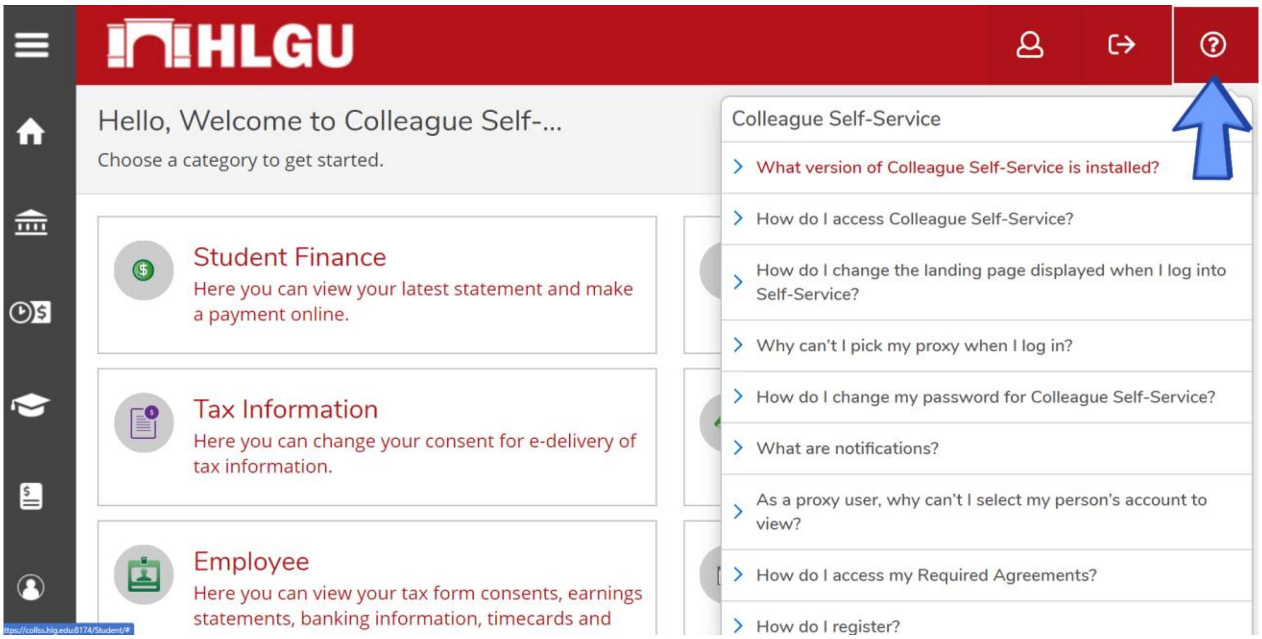
Once you click change password you will be redirected to this page. Enter the appropriate information in the blanks.



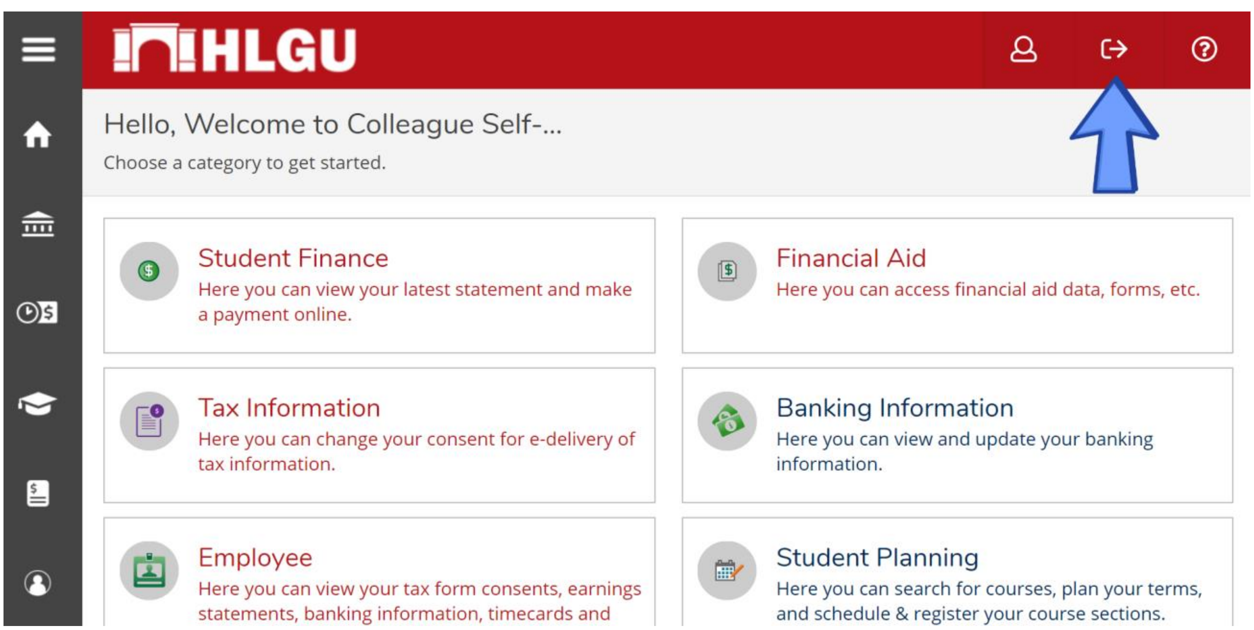
(Once you change your password you will haver to resign into Self-Service.**)**

Help Center:

To access the **Help Center**, click the question mark in the right-hand corner of the screen.

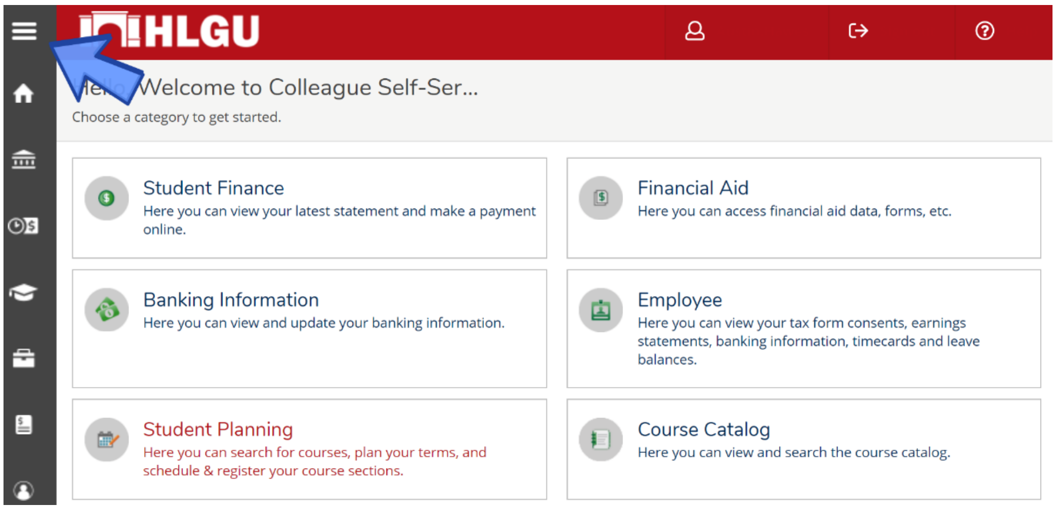


Logging Out of Self-Service:

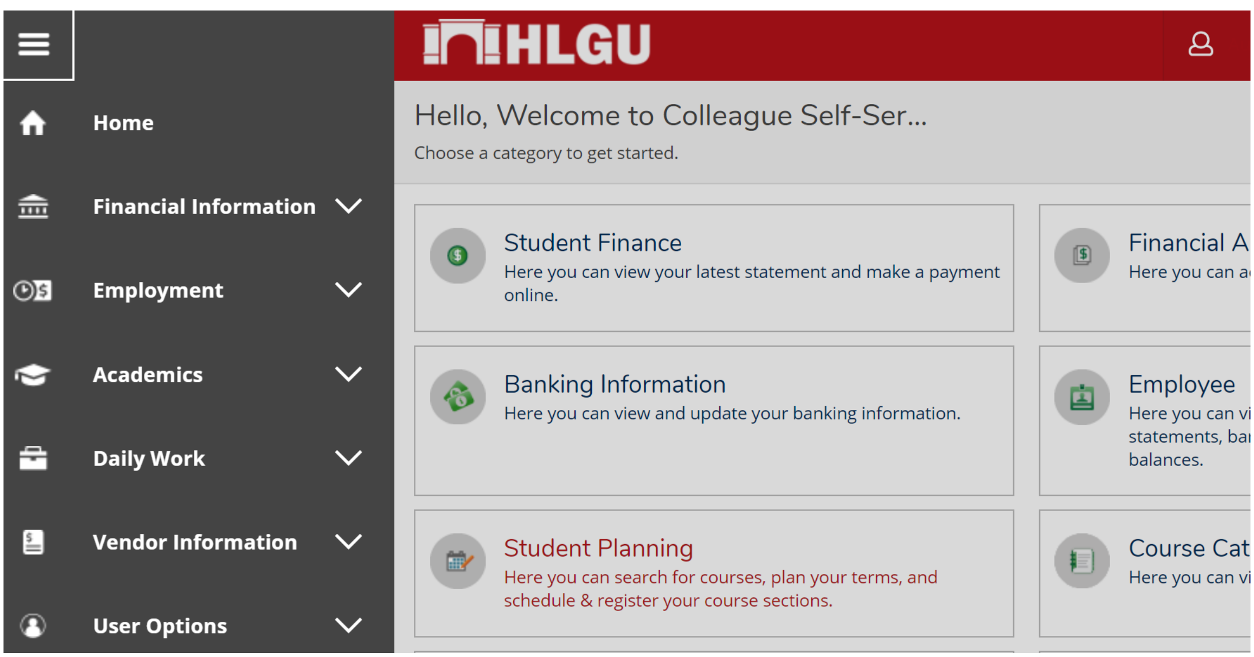


<u>Quick Access Menu</u>:

Click the three lines in the top left corner to bring up the **Quick Access Menu**.



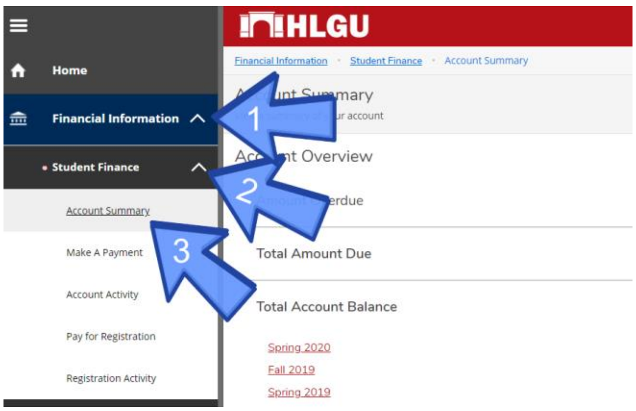
The **Quick Access Menu** will allow you to quickly navigate to any page that is on the home page.



Financial Information

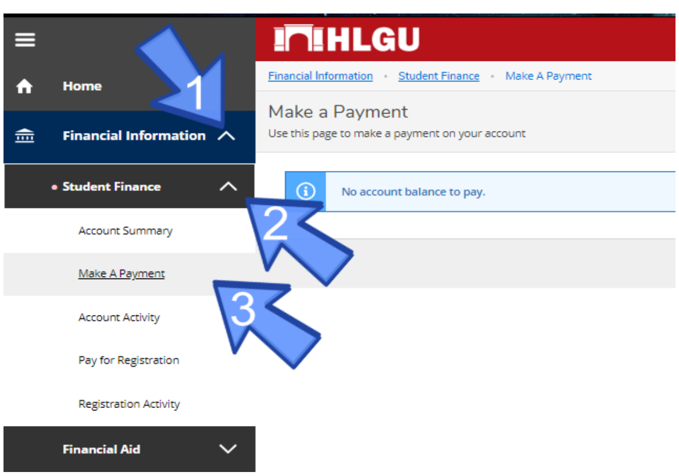
Financial Information: Account Summary

To view your **Account Summary** First click the **Financial Information** tab. Next Click **Student Finance**. Then Click **Account Summary**.



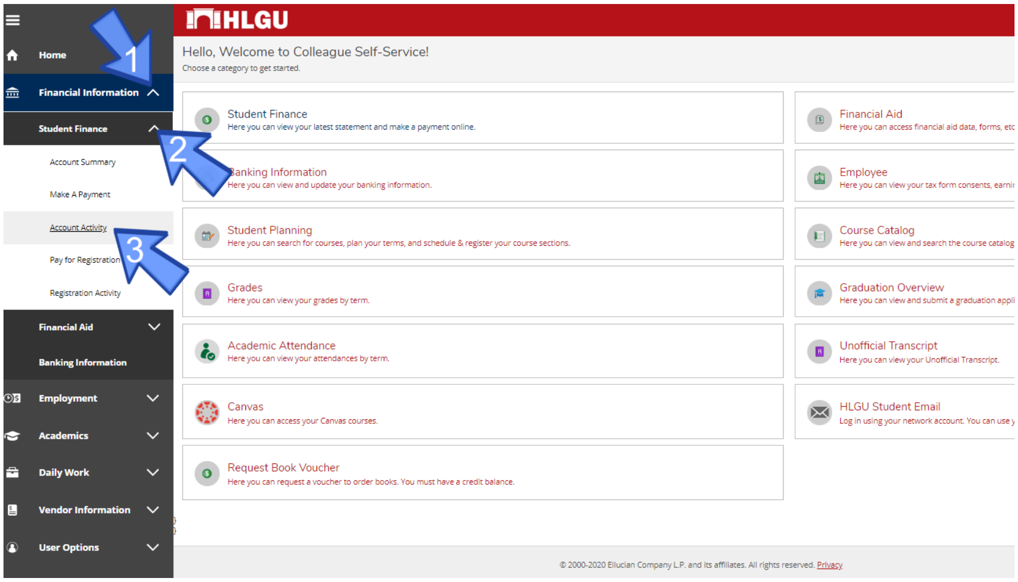
Financial Information: Make a Payment

To **Make a Payment** first click the **Financial Information** tab. Next Click **Student Finance**. Then Click **Make a Payment**.



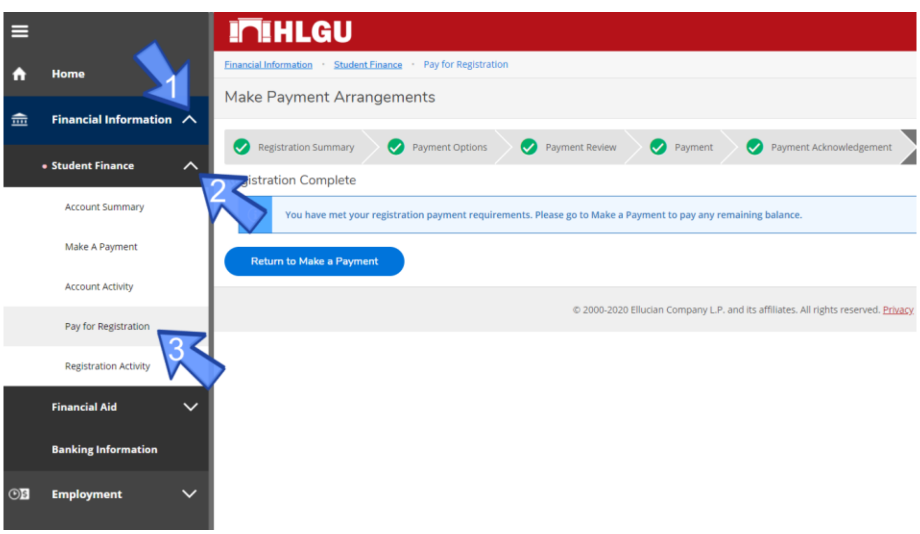
<u>Financial Information</u>: Account Activity

To **Account Activity** first click the **Financial Information** tab. Next Click **Student Finance**. Then Click **Account Activity**.



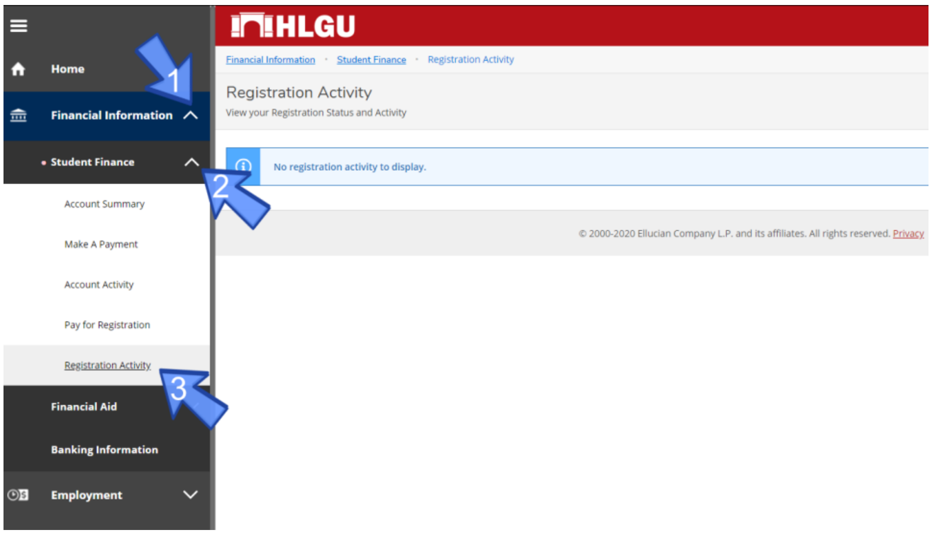
<u>Financial Information</u>: Pay for Registration

To view **Pay for Registration** first click the **Financial Information** tab. Next Click **Student Finance**. Then Click **Pay for Registration**.



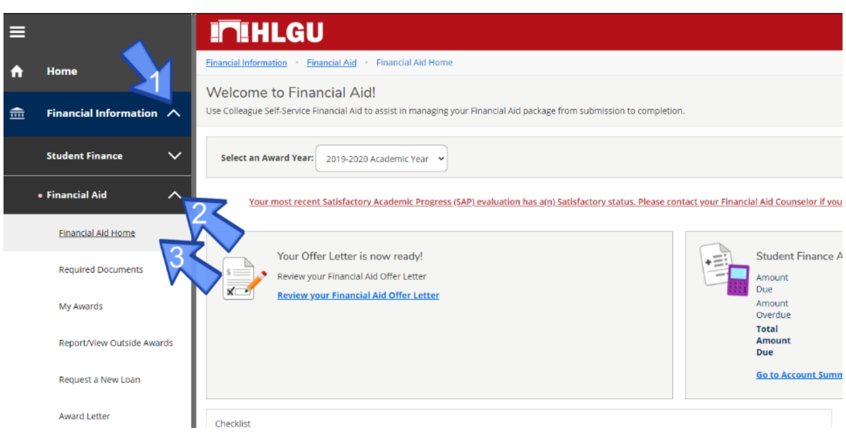
<u>Financial Information</u>: Registration Activity

To view **Registration Activity** first click the **Financial Information** tab. Next Click **Student Finance**. Then Click **Registration Activity**.



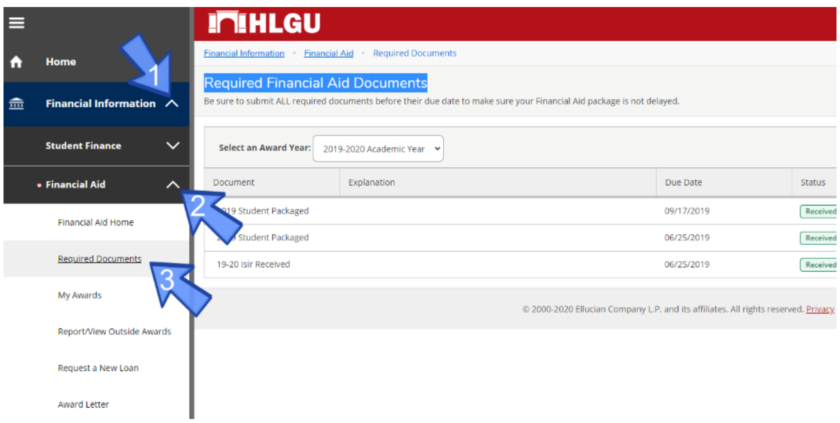
<u>Financial Aid</u>: Financial Aid Home

To view the **Financial Aid Home** first click the **Financial Information** tab. Next Click **Financial Aid**. Then Click **Financial Aid Home**.



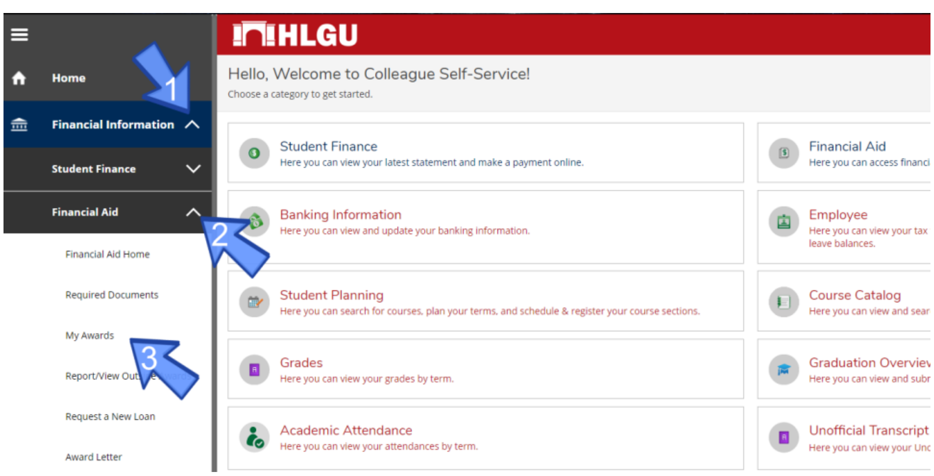
Financial Aid: Required Financial Aid Documents

To view the **Required Financial Aid Documents** first click the **Financial Information** tab. Next Click **Financial Aid**. Then Click **Required Documents**.



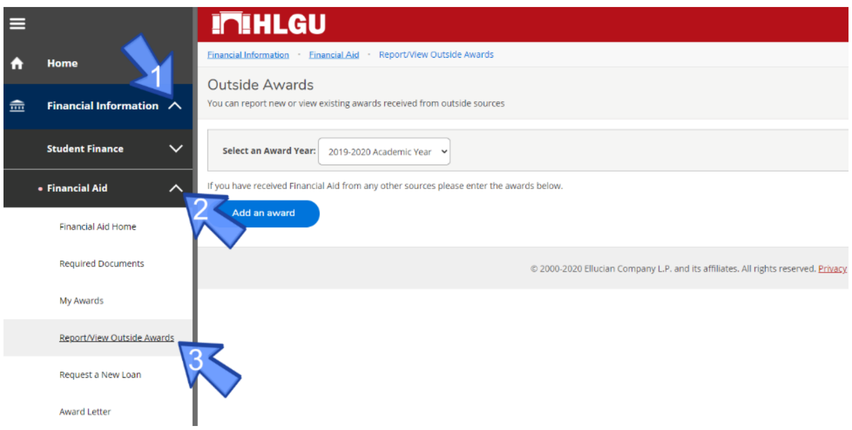
Financial Aid: My Awards

To view **My Awards** first click the **Financial Information** tab. Next Click **Financial Aid**. Then Click **My Awards**.



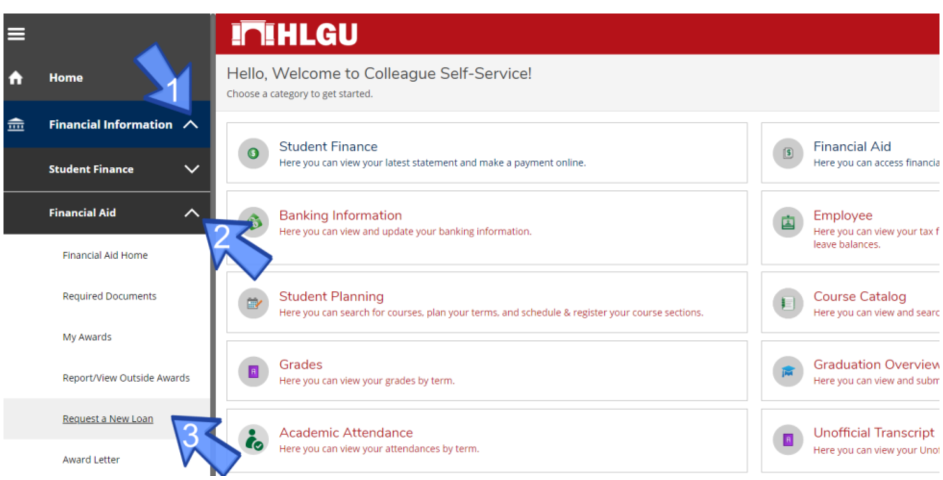
<u>Financial Aid</u>: Report/View Outside Awards

To view **Report/View Outside Awards** first click the **Financial Information** tab. Next Click **Financial Aid**. Then Click **Report/View Outside Awards**.



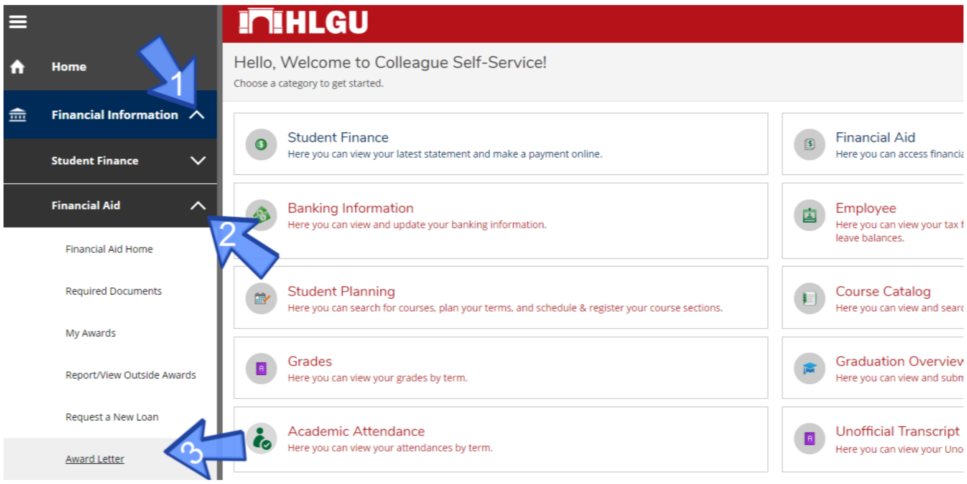
<u>Financial Aid</u>: Request a New Loan

To **Request a New Loan** first click the **Financial Information** tab. Next Click **Financial Aid**. Then Click **Request a New Loan**.



Financial Aid: Award Letter

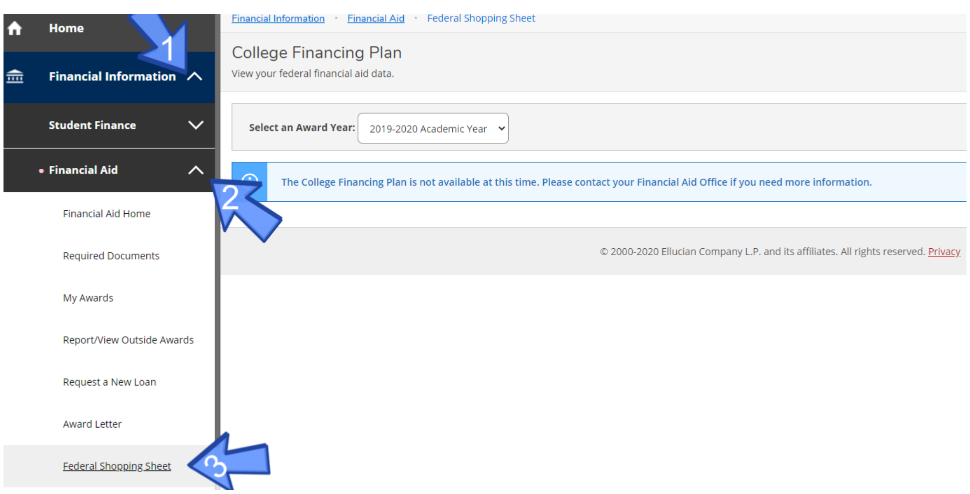
To **Award Letter** first click the **Financial Information** tab. Next Click **Financial Aid**. Then Click **Award Letter**.



Financial Aid: Federal Shopping Sheet

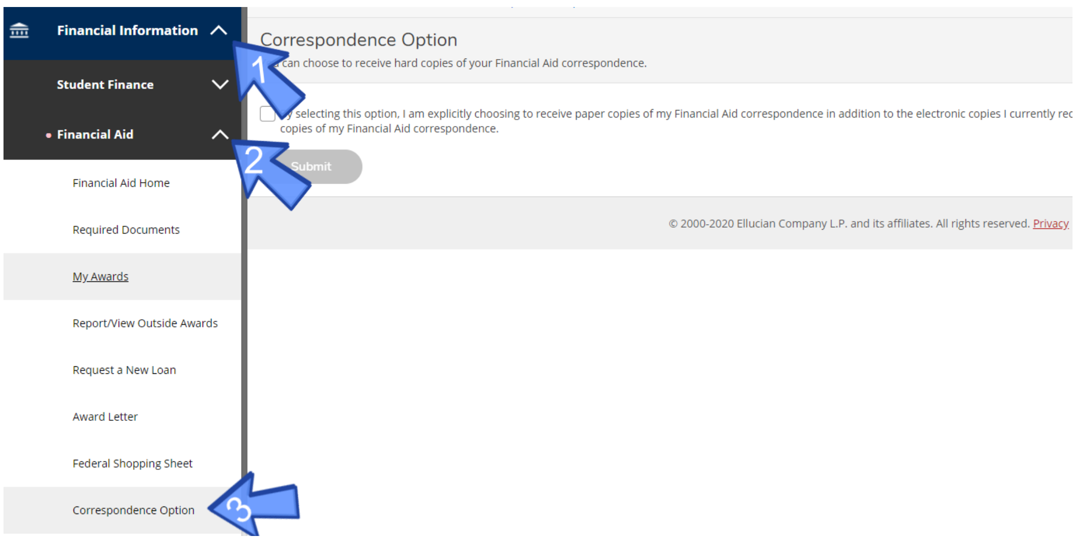
(College Financing Plan)

To view your **Federal Shopping Sheet** first click the **Financial Information** tab. Next Click **Financial Aid**. Then Click **Federal Shopping Sheet.**



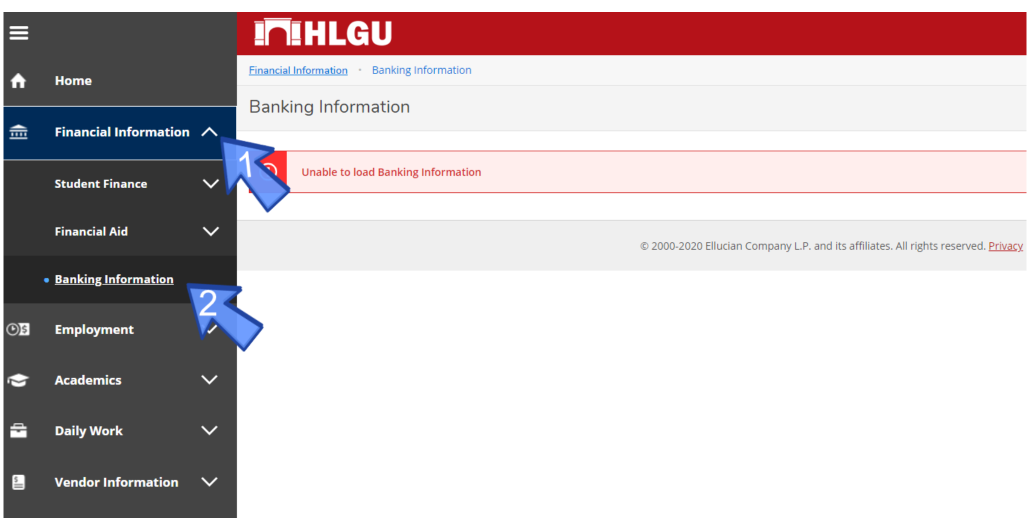
<u>Financial Aid</u>: Correspondence Option

To view your **Correspondence Options** first click the **Financial Information** tab. Next Click **Financial Aid**. Then Click **Correspondence Option.**



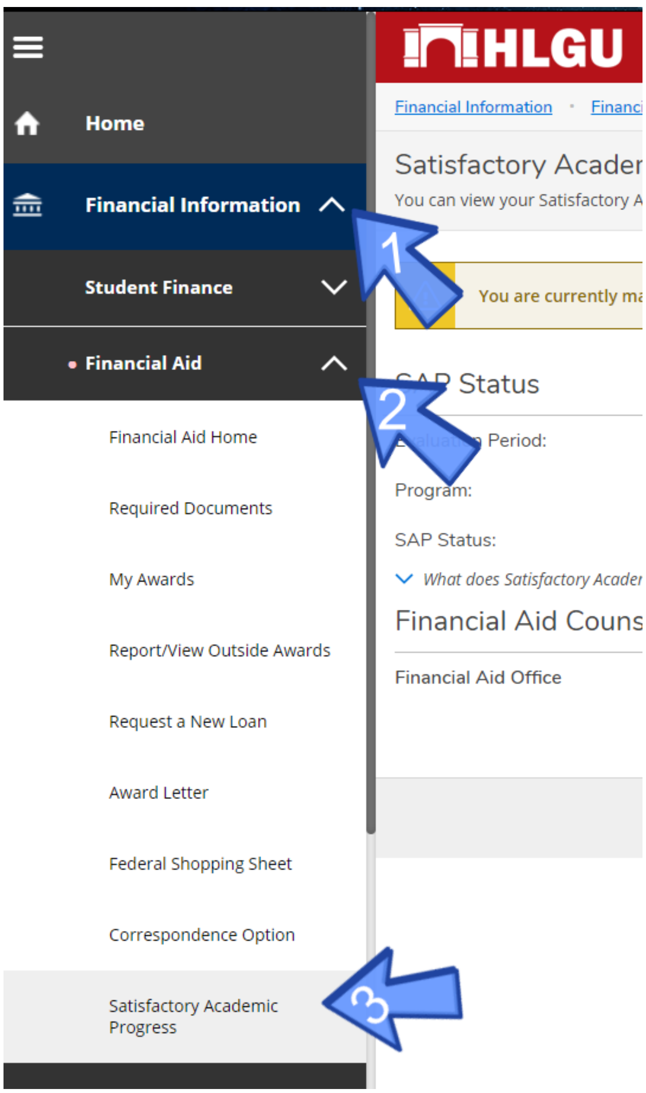
<u>Financial Aid</u>: Banking Information

To view your **Banking Information** first click the **Financial Information** tab. Next Click **Banking Information**.



<u>Financial Aid</u>: Satisfactory Academic Progress

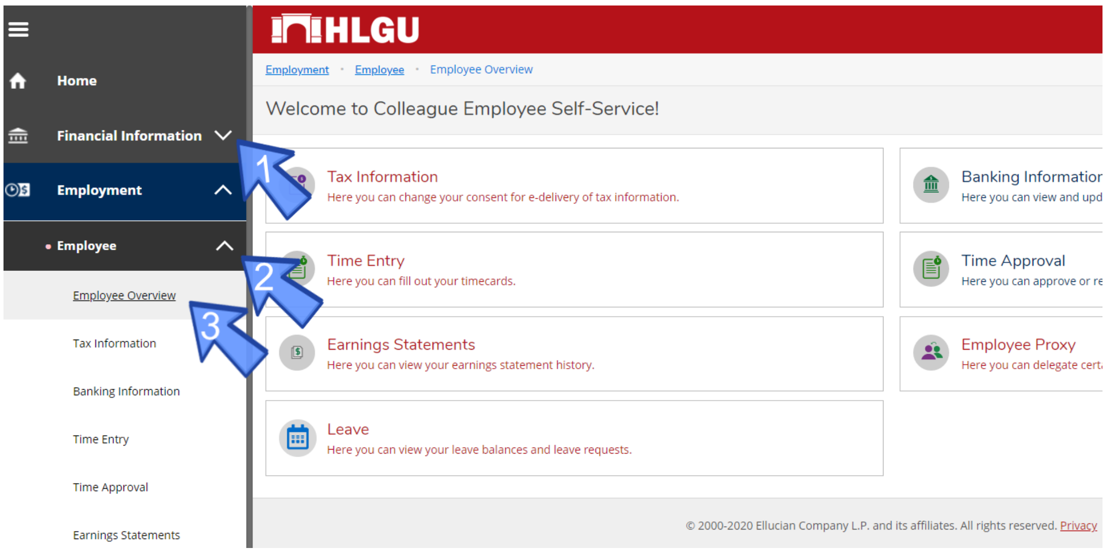
To view your **Satisfactory Academic Progress** first click the **Financial Information** tab. Next Click **Financial Aid**. Then Click **Satisfactory Academic Progress.**



Employment

Employment: Employee Overview

To view your **Employee Overview** first click the **Employment** tab. Next Click **Employee**. Then Click **Employee Overview.**

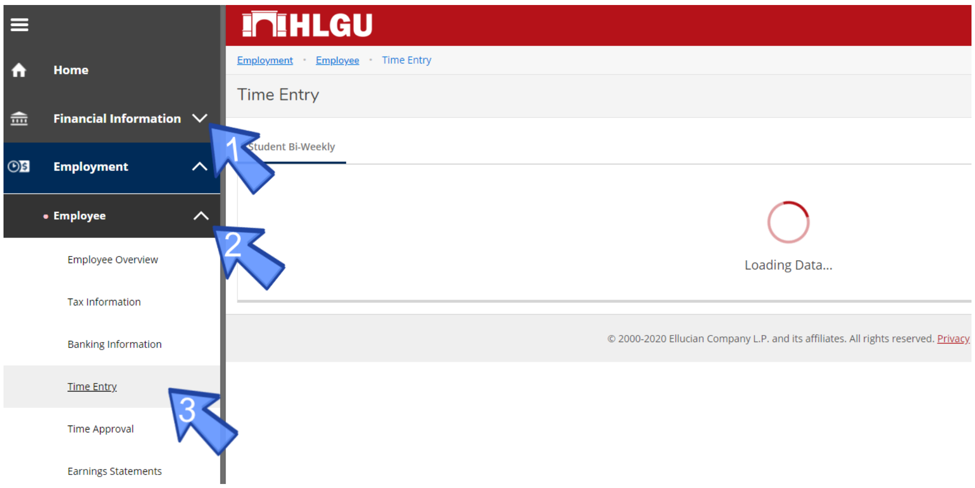


Employment: W2|1095c Consent Forms

To Access your **W2|1095c Consent Forms,** Click **Employment.** Then, click **Employee**. After that click **Tax Information.**

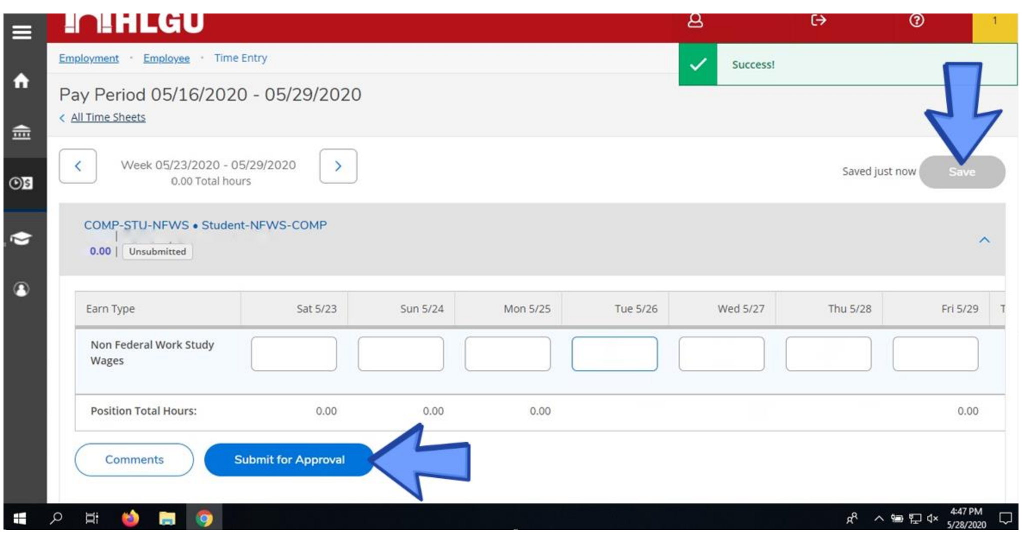
<u>Employment</u>: Time Entry

To Access your **Time Entry,** Click **Employment.** Then, click **Employee**. After that click **Time Entry.**



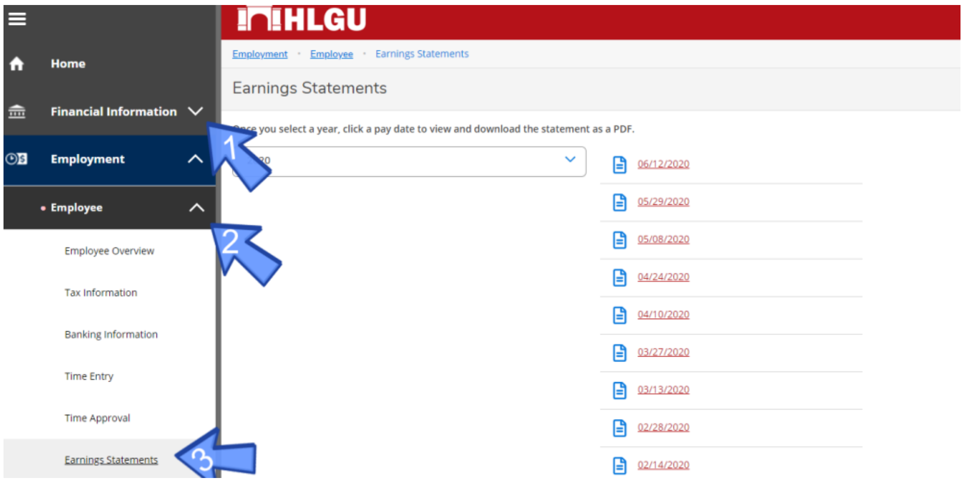
This is your **Time Entry** sheet. Here you will enter the hours you work. Once you enter your hours you will need to click **save**.

Before the end of each pay period you will need to Submit your saved hours to you supervisor for approval.



<u>Employment</u>: Earning Statements

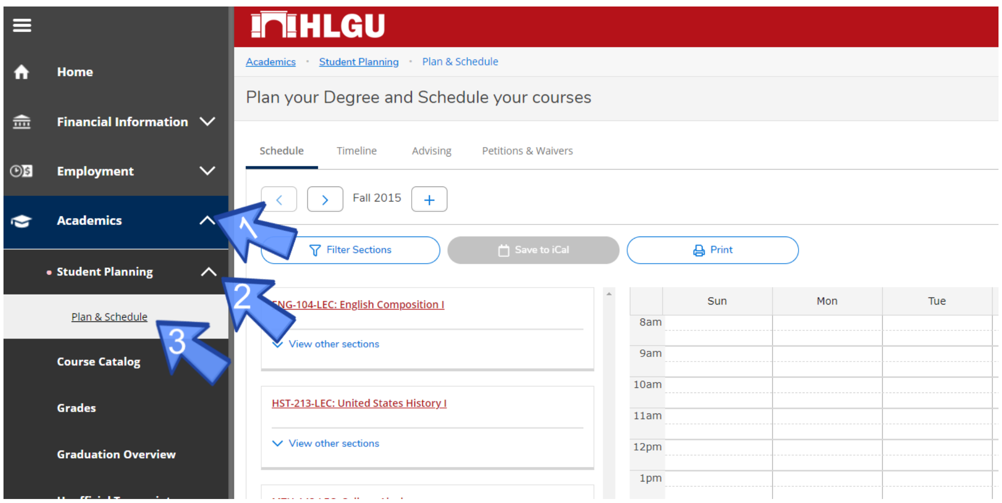
To Access your **Earning Statements,** Click **Employment.** Then, click **Employee**. After that click **Earning Statement.**



Academics

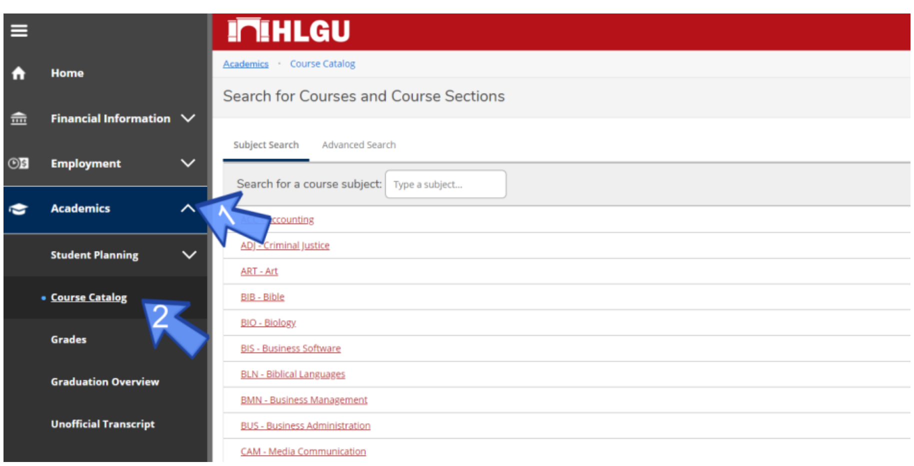
Academics: Plan & Schedule

To **Plan your Degree and Schedule your courses,** Click **Academics.** Then, click **Student Planning**. After that click **Plan & Schedule.**



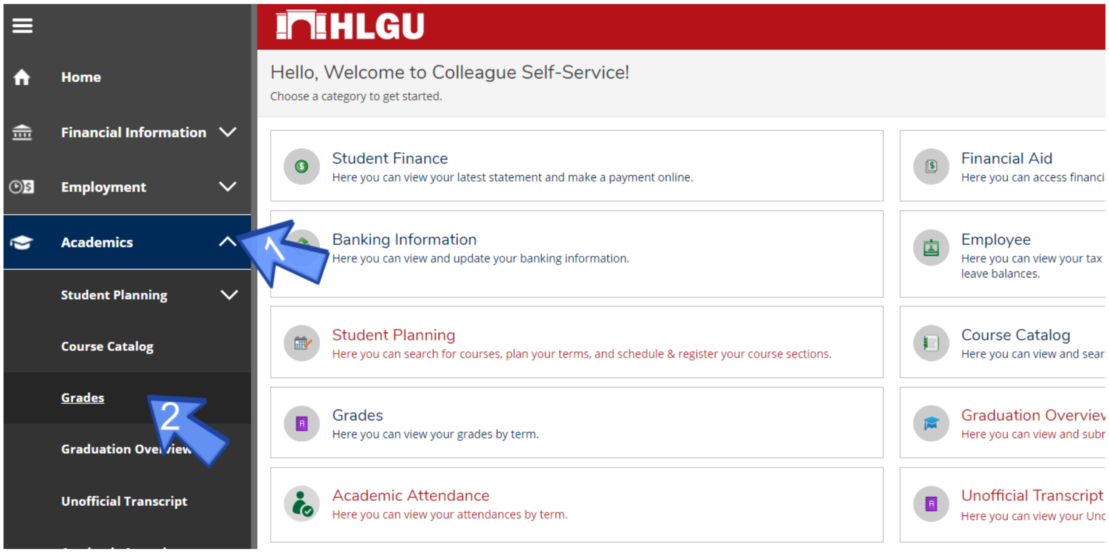
Academics: Course Catalog

To view the **Course Catalog,** Click **Academics.** Then, click **Course Catalog**. (Here you will find a list of all the courses HLG offers)



<u>Academics</u>: Grades

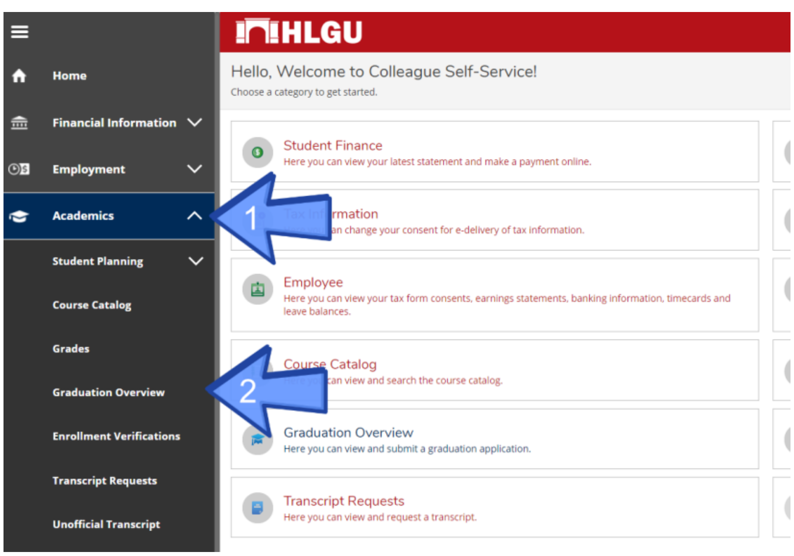
To view your **Grades,** Click **Academics.** Then, click **Grades.**



<u>Academics</u>: Graduation Overview

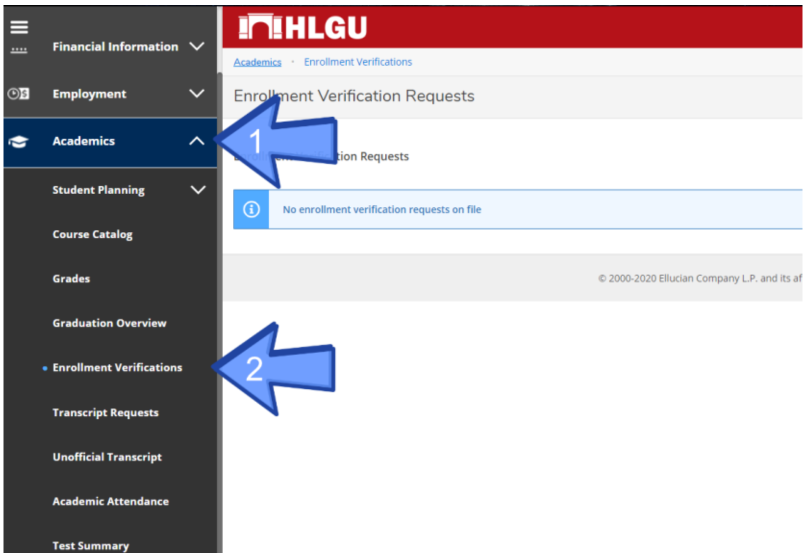
To view your **Graduation Overview,** Click **Academics.** Then, click **Graduation Overview.**

(Here you can access **Commencement** information as well.**)**



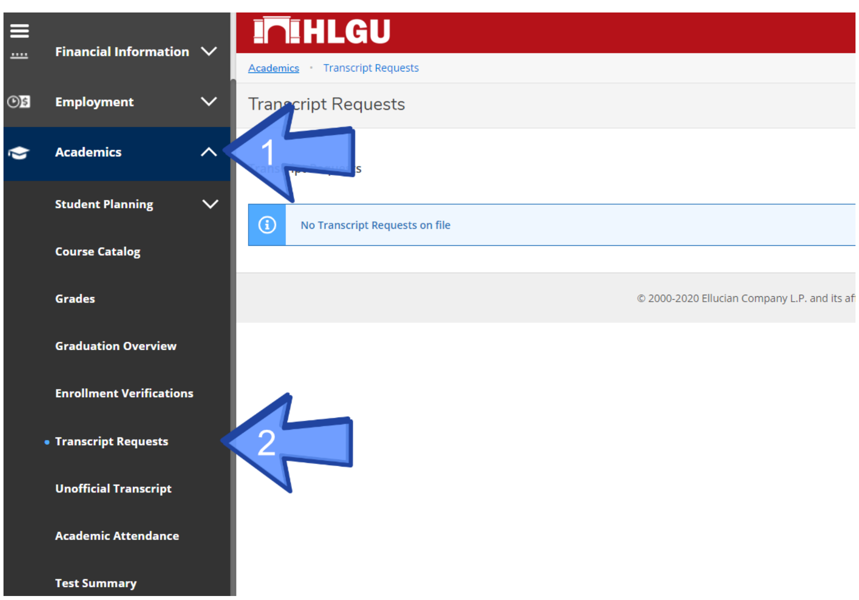
Academics: Enrollment Verification

To view your **Enrollment Verification,** Click **Academics.** Then, click **Enrollment Verification.**



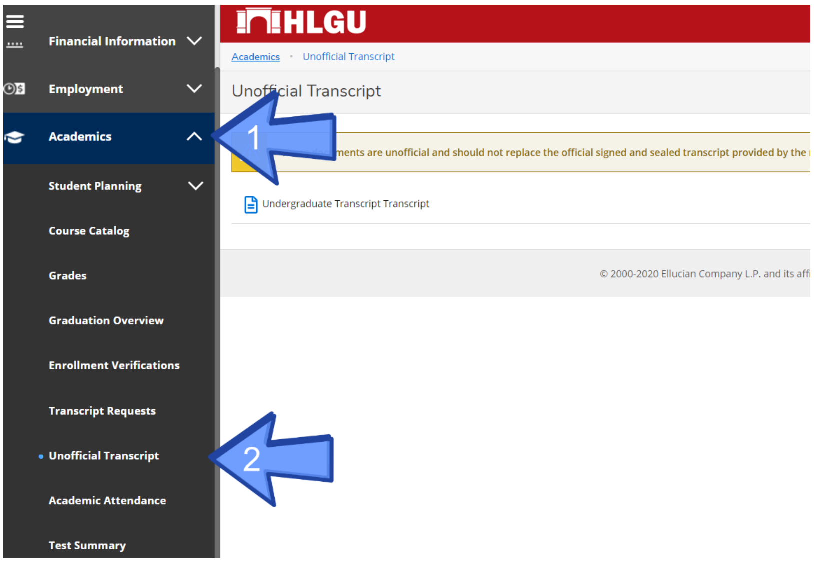
Academics: Transcript Requests

To view your **Transcript Requests,** Click **Academics.** Then, click **Transcript Requests.**



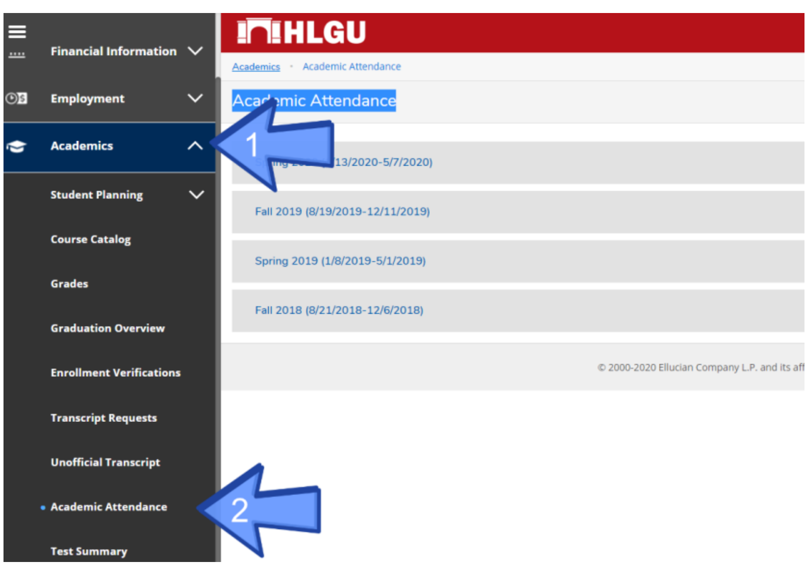
<u>Academics</u>: Unofficial Transcript

To view your **Unofficial Transcript,** Click **Academics.** Then, click **Unofficial Transcript.**



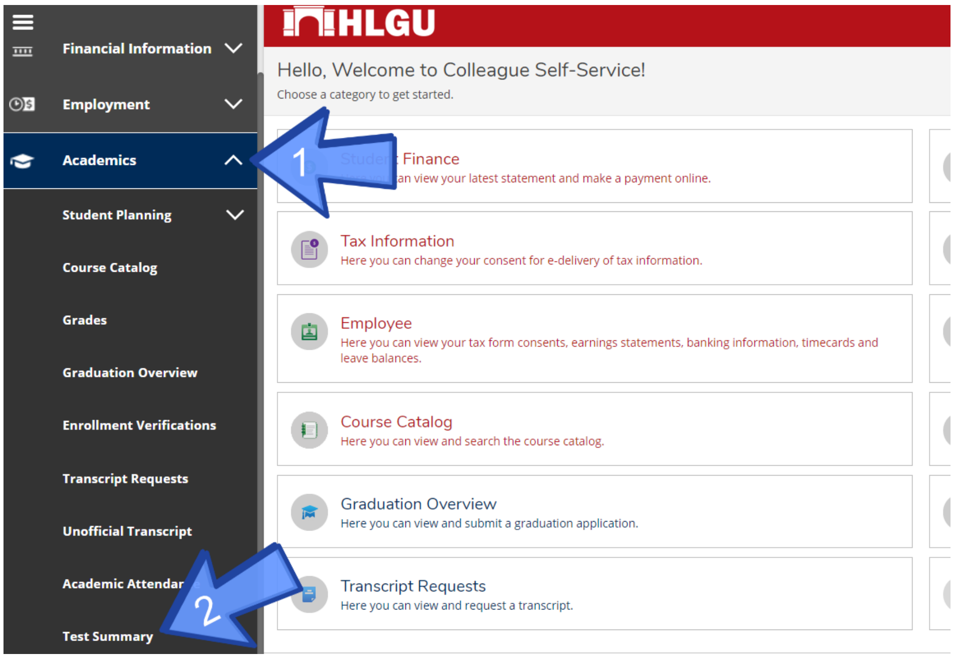
<u>Academics</u>: Academic Attendance

To view your **Academic Attendance,** Click **Academics.** Then, click **Academic Attendance.**



<u>Academics</u>: Test Summary

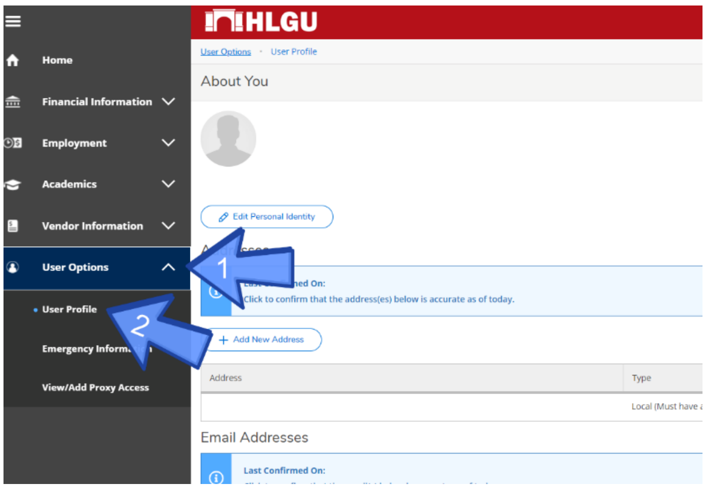
To view your **Test Summaries,** Click **Academics.** Then, click **Test Summary.**



User Options

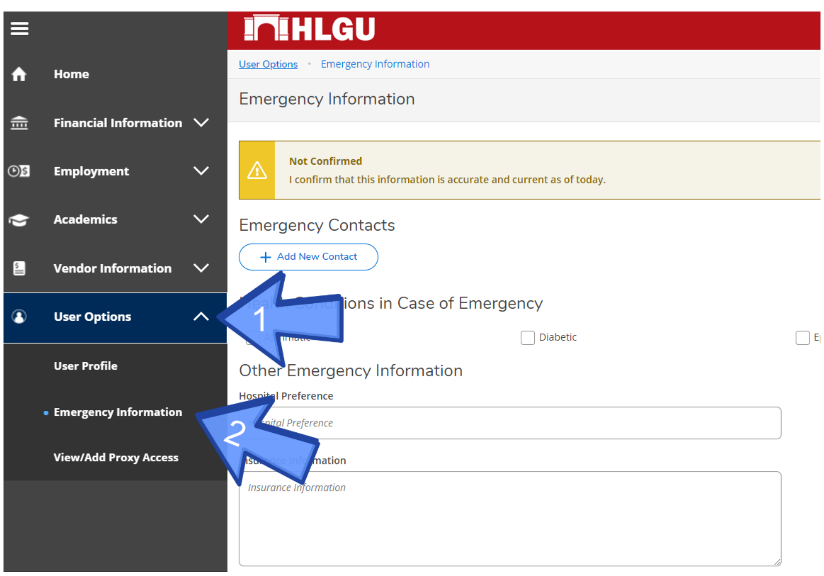
User Options: User Profile

To view your **User Profile,** Click **User Options.** Then, click **User Profile.**



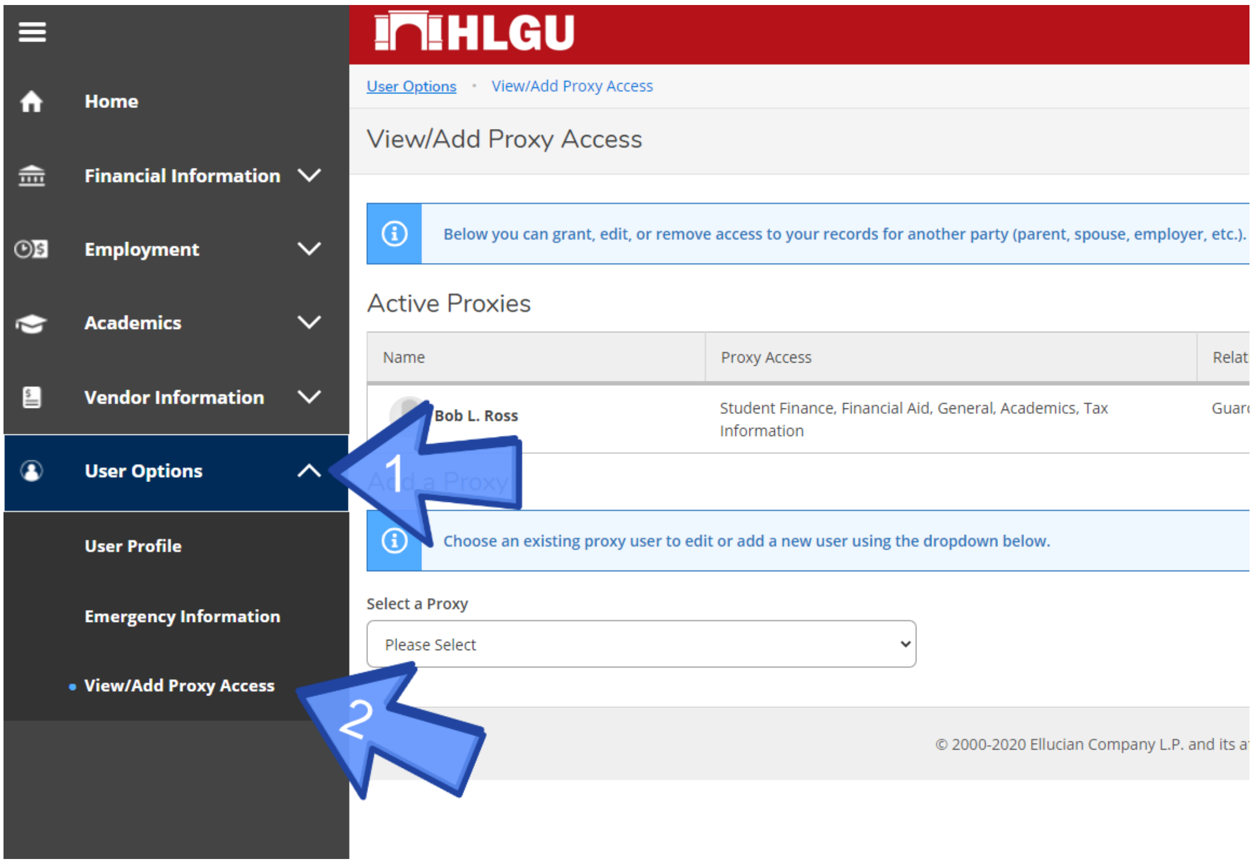
User Options: Emergency Information

To view your **Emergency Information,** Click **User Options.** Then, click **Emergency Information.**



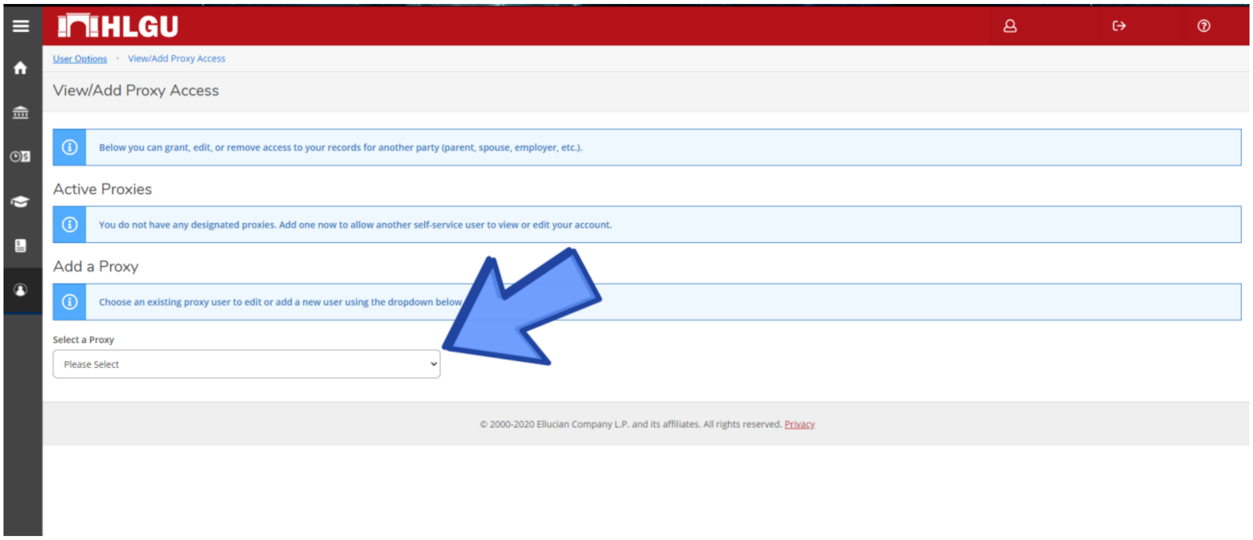
<u>User Options</u>: Adding a Proxy

To add a **Proxy,** Click **User Options.** Then, click **View/Add a Proxy Access.**

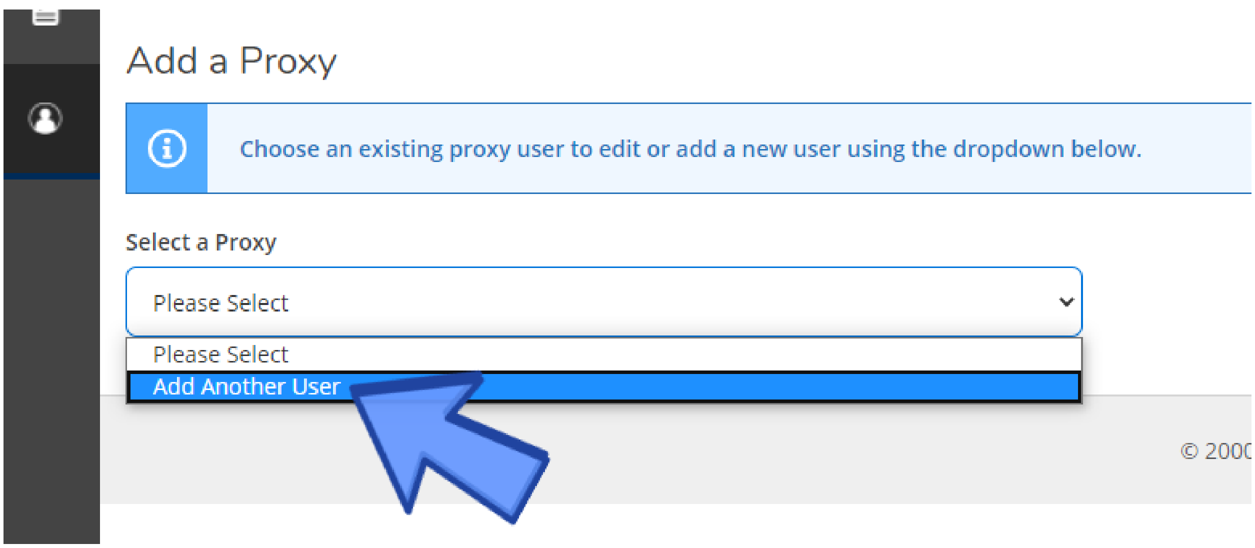


Creating a new Proxy:

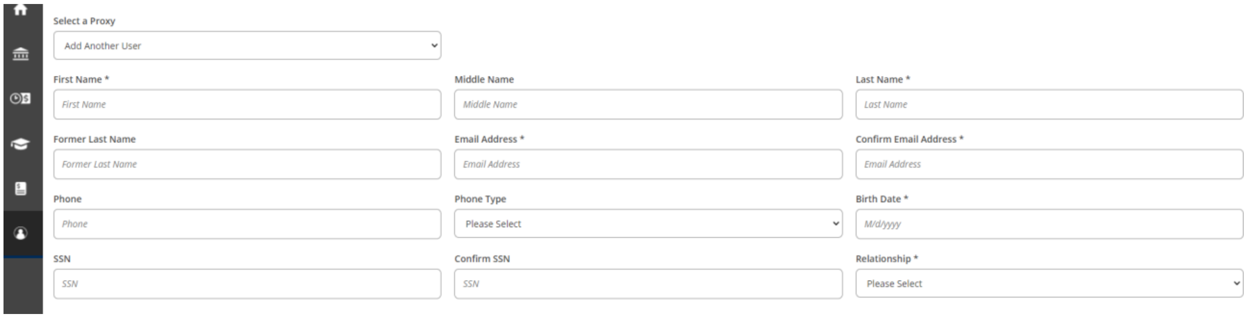
To add a new proxy, click the **Select a Proxy** tab.



A dropdown list will appear. Click **Add Another User**.

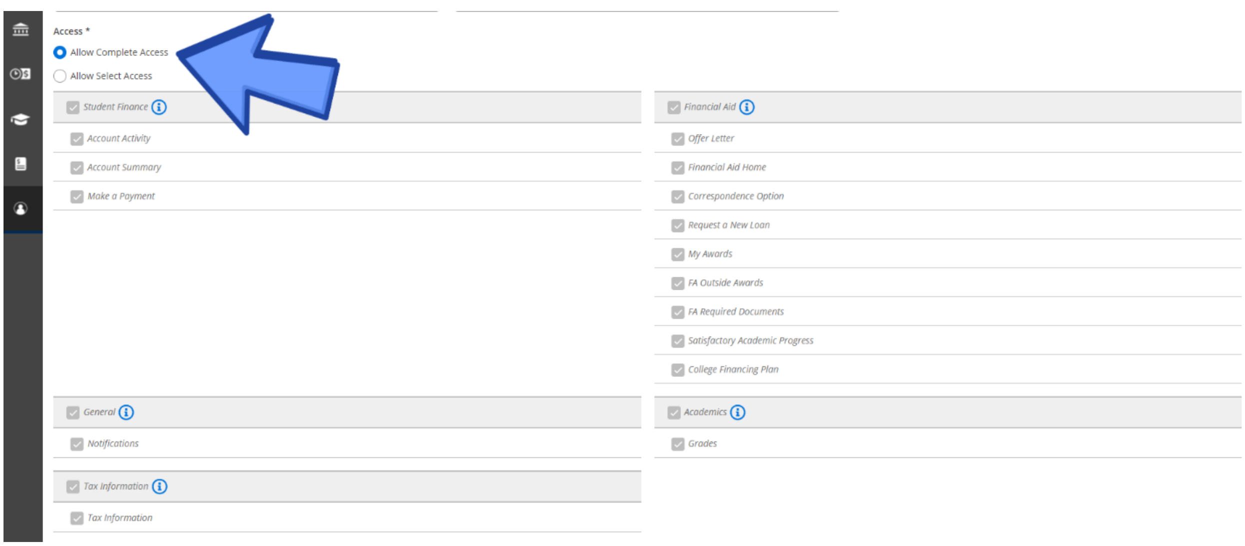


Next, enter the appropriate credentials.

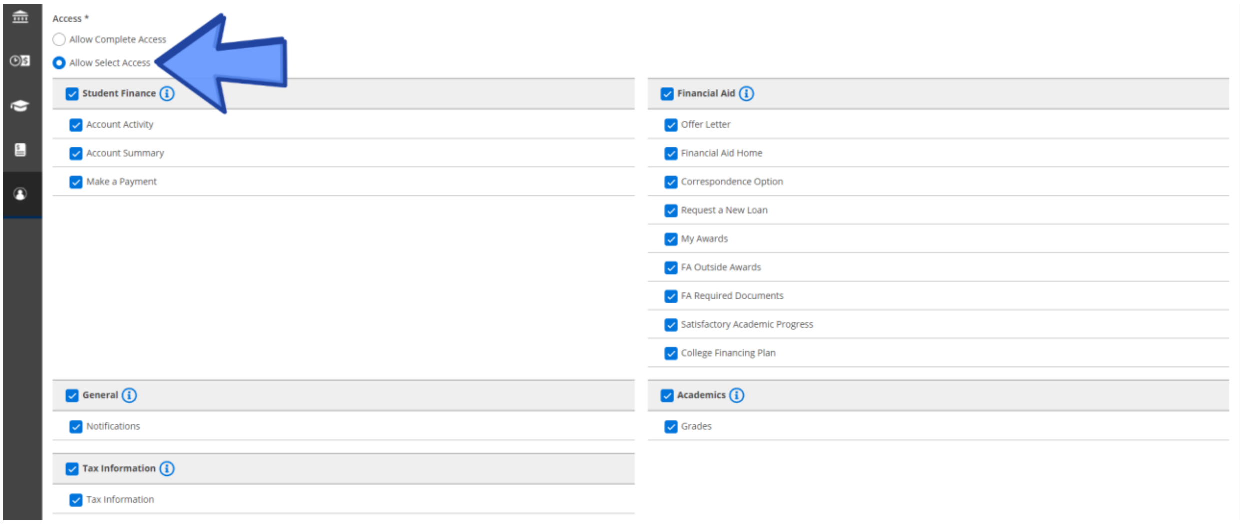


After that you will get to choose what the proxy has access to. There are two options here.

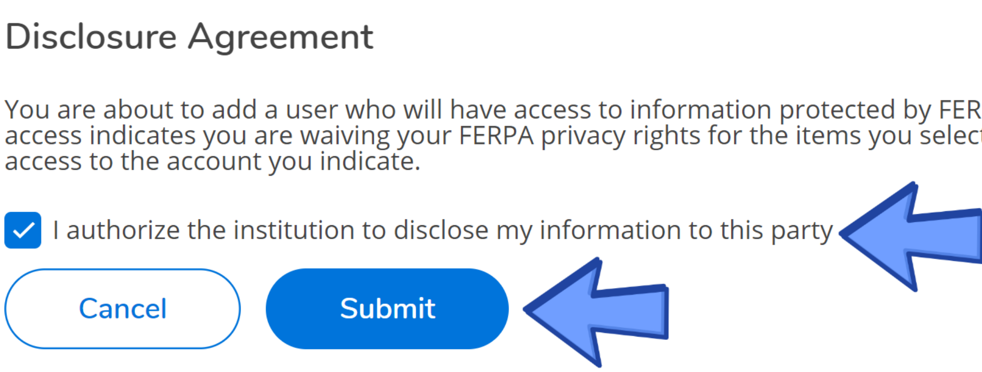
The first option is **Allow Complete Access**. This will give the proxy access to everything the student has access to in Self-Service.



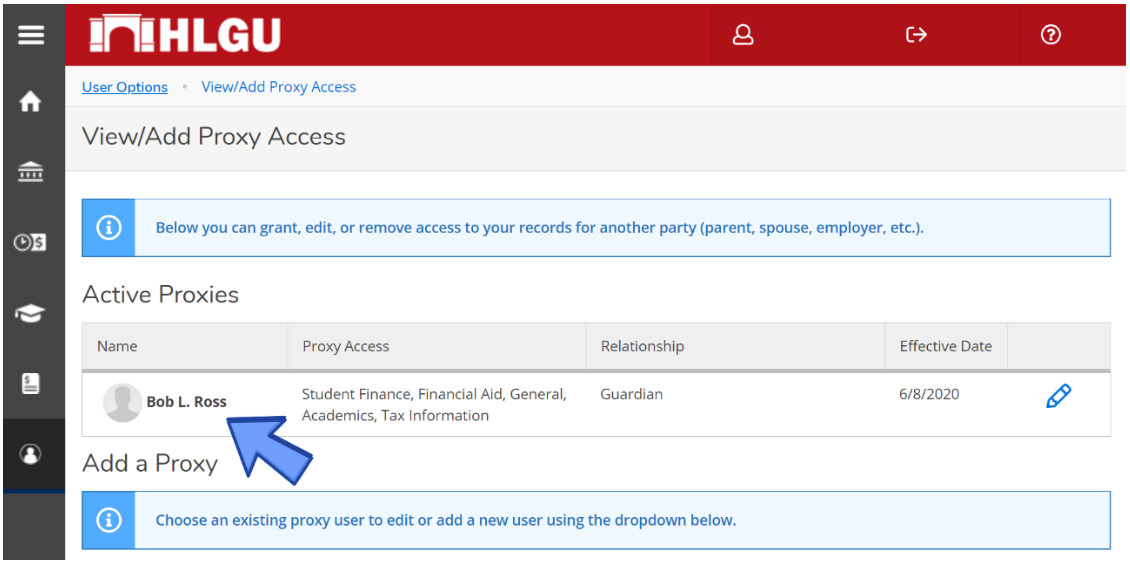
The second option is **Allow Select Access**. This will give the proxy select access to the students Self-Service. A blue checkmark means the proxy will have access to that part of the students Self-Service.



Once you have determined what access to give the proxy, you will have to authorize a **Disclosure Agreement** and click **Submit**.

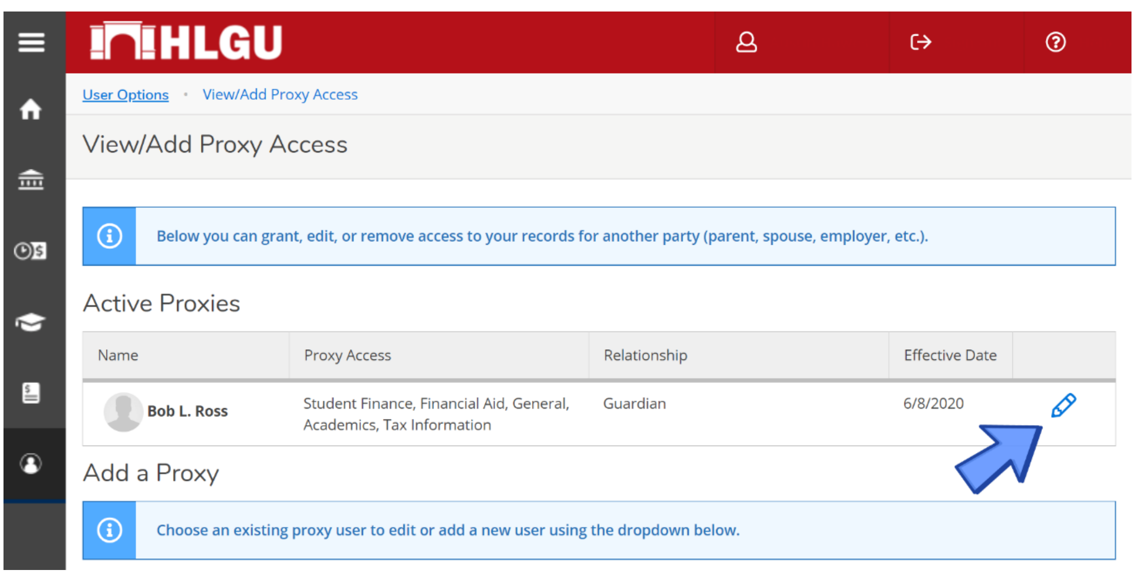


After you click Submit you will be able to see your newly created proxy under **Active Proxies**.



<u>Editing and Removing Active Proxies:</u>

To edit or remove an active proxy, you will have to click the **pencil** icon on the proxy you want to edit or remove.



A popup menu will appear. Here you can select what access your active proxy will have. You can also remove all access from a proxy here. Once you have made your changes click **Save**.