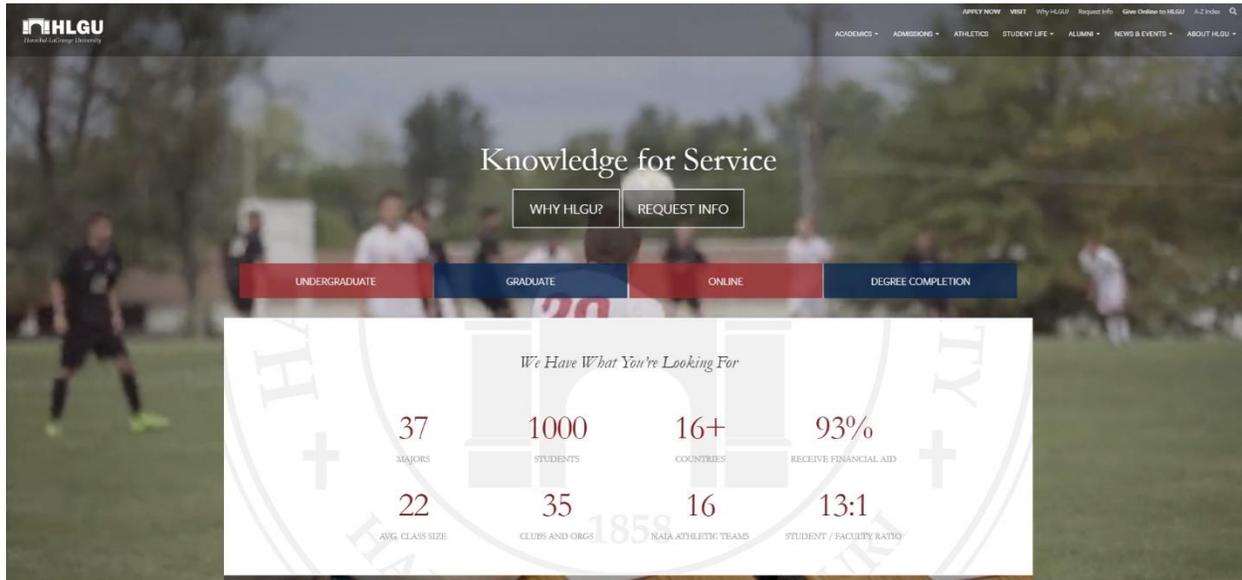
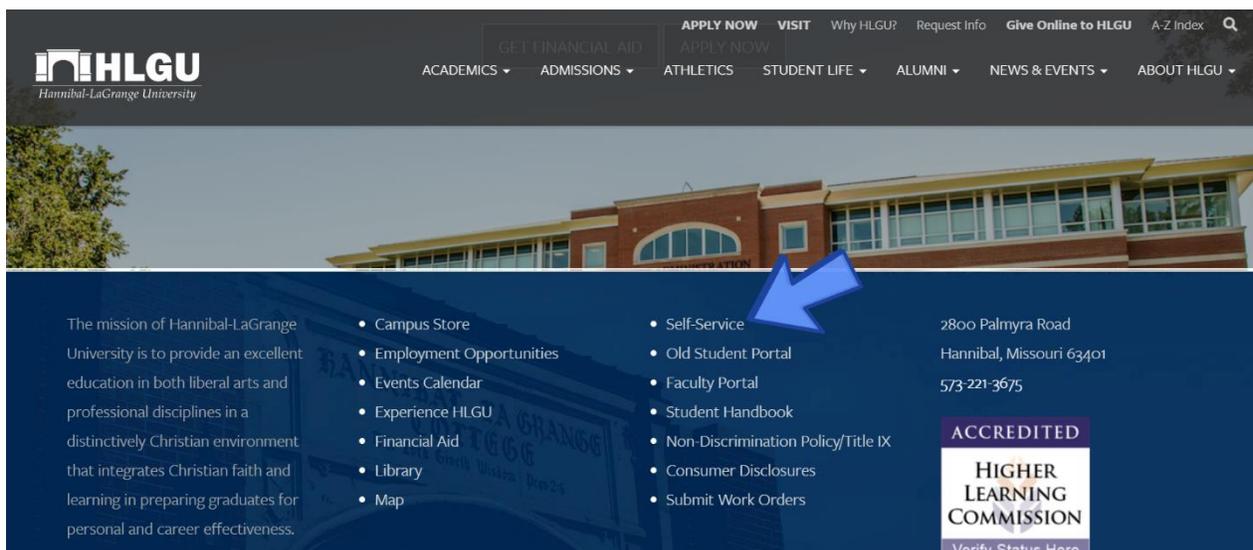


Self-service Handbook: Students

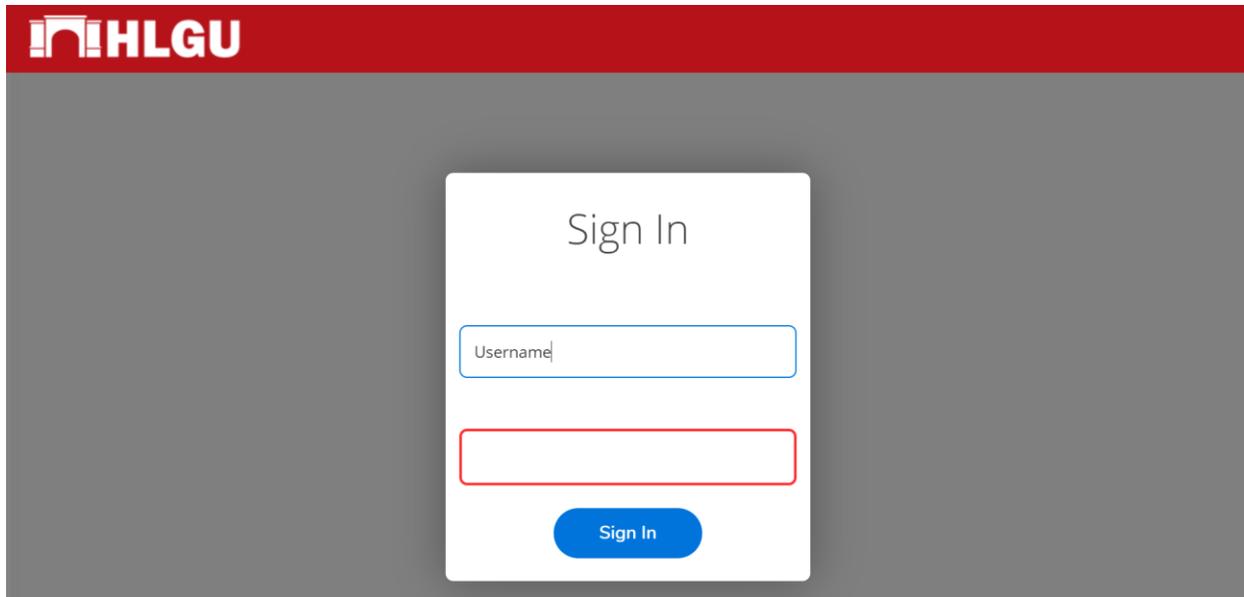
Head to <https://www.hlg.edu/>



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



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

The image shows a web interface for signing in. At the top, there is a red horizontal bar with the HLGU logo on the left. Below this bar is a grey background. In the center of the grey background is a white rectangular box. Inside this box, the text "Sign In" is centered at the top. Below the text are two input fields: the first is a blue-bordered box containing the text "Username", and the second is a red-bordered box. At the bottom of the white box is a blue rounded rectangular button with the text "Sign In" in white.

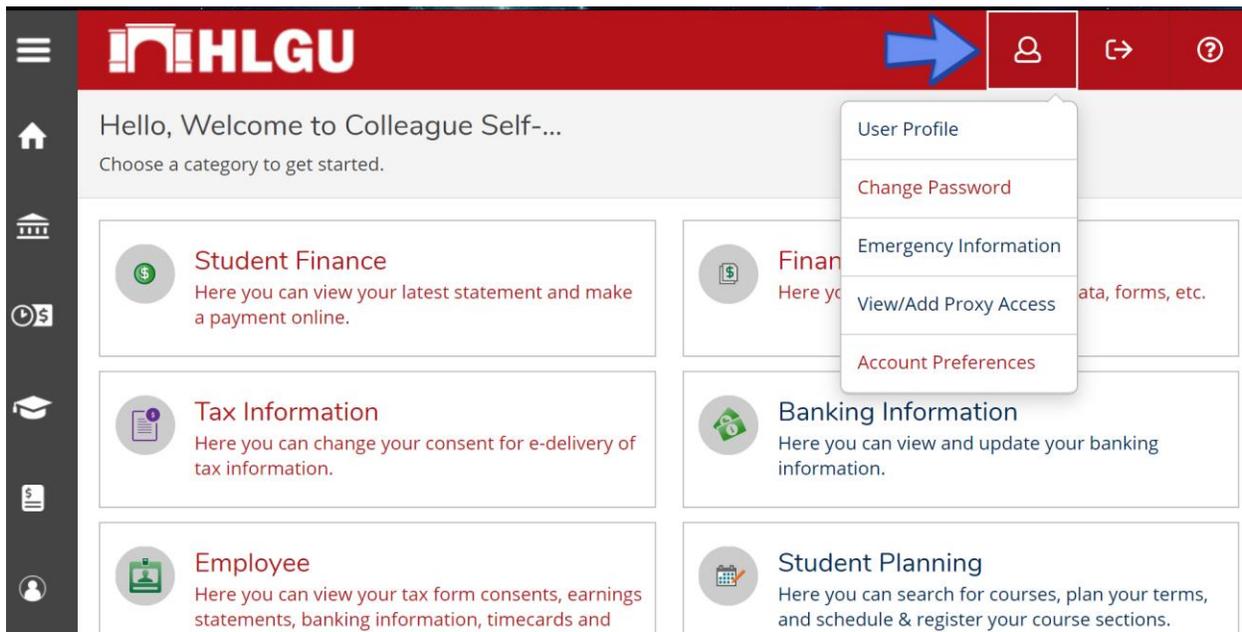
Sign in with the appropriate credentials.

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.**

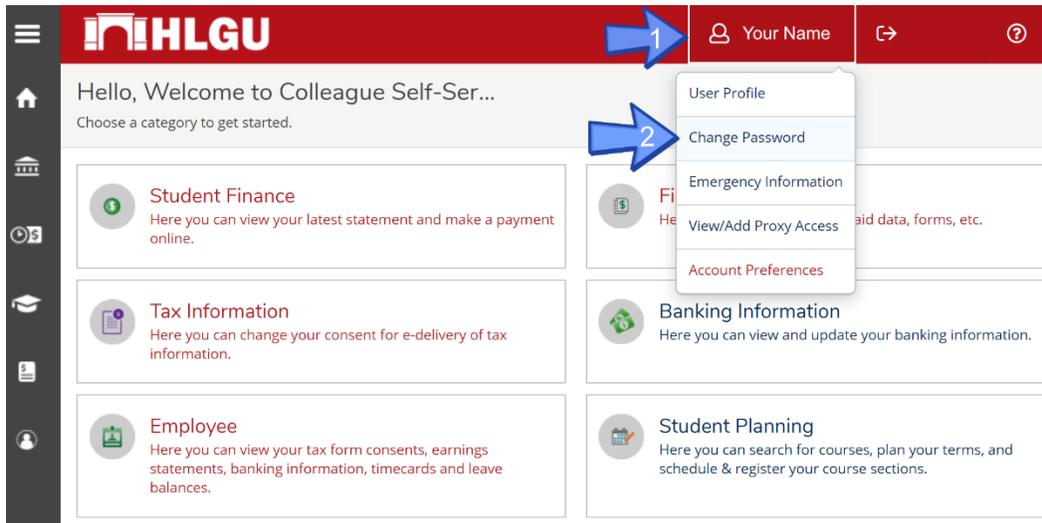
(There is a walkthrough on **how to view, edit, and add proxy access** under the **User Options** section of this handbook.)



The screenshot displays the IHLGU Self-Service Dashboard. At the top, a red header bar contains the IHLGU logo, a blue arrow pointing to the user profile icon, and other navigation icons. Below the header, a grey banner reads "Hello, Welcome to Colleague Self-Service Dashboard" and "Choose a category to get started." The main content area is a grid of service tiles. A dropdown menu is open over the user profile icon, listing the following options: "User Profile", "Change Password", "Emergency Information", "View/Add Proxy Access", and "Account Preferences". The visible tiles include: "Student Finance" (view latest statement and make payments), "Financial Information" (view statements, data, forms, etc.), "Tax Information" (change consent for e-delivery of tax information), "Banking Information" (view and update banking information), "Employee" (view tax form consents, earnings statements, banking information, timecards), and "Student Planning" (search for courses, plan terms, and schedule/register course sections).

Resetting Your Password:

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**.



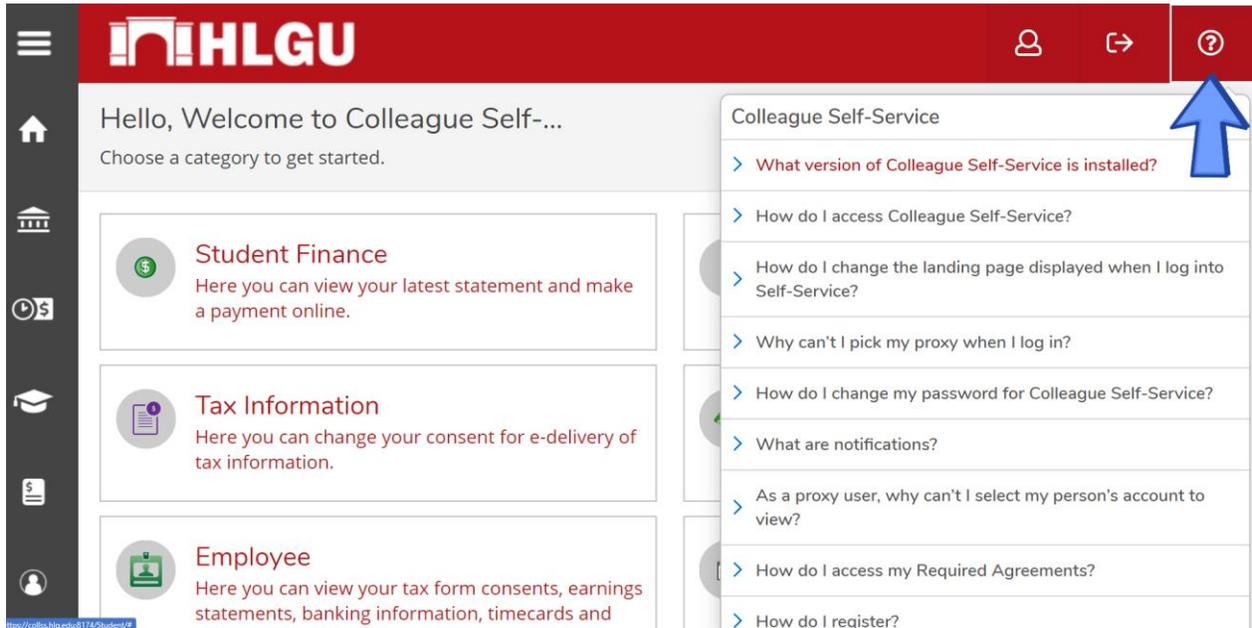
Once you click change password you will be redirected to this page. Enter the appropriate information in the blanks.

A screenshot of the 'Change Password' form. At the top, there is a red header with the HILGU logo. Below the header, the text 'Change Password' is displayed. A blue information box contains the text: 'Please enter your user name, current password, and new password.' Below this are four input fields: 'User name', 'Current password', 'New password', and 'Confirm new password'. At the bottom of the form is a blue button labeled 'Change Password'.

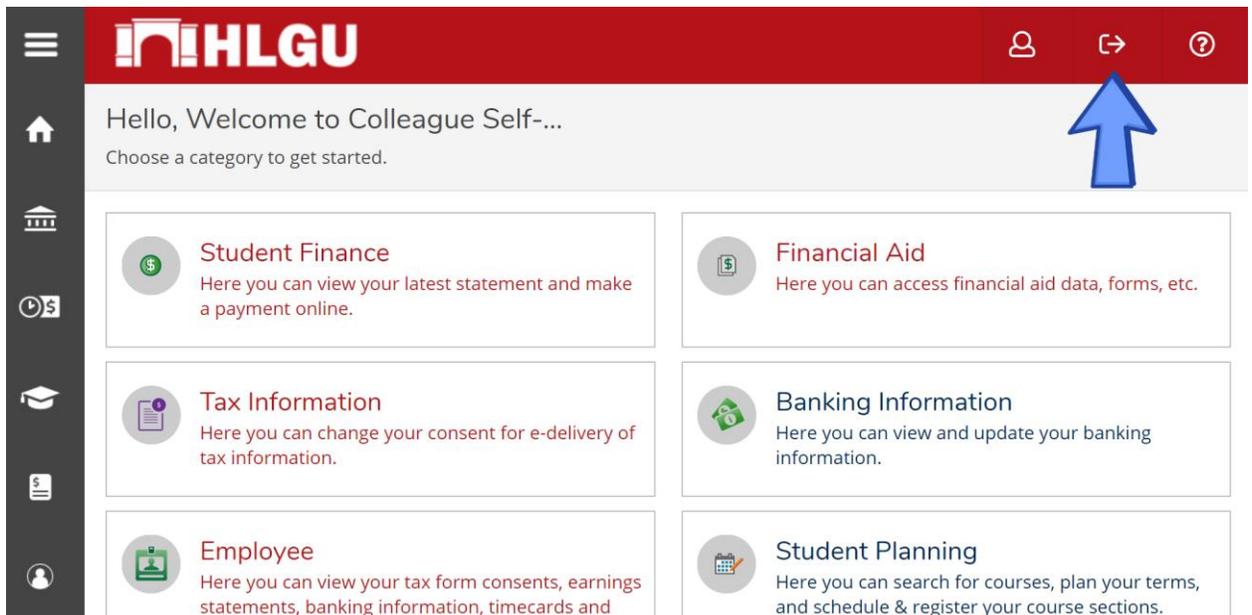
(Once you change your password you will have to resign into Self-Service.)

Help Center:

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

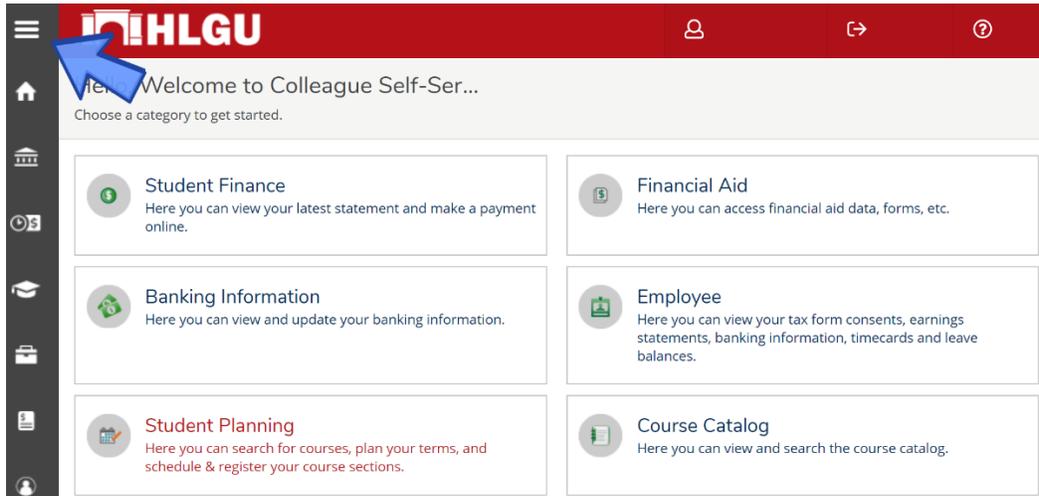


Logging Out of Self-Service:

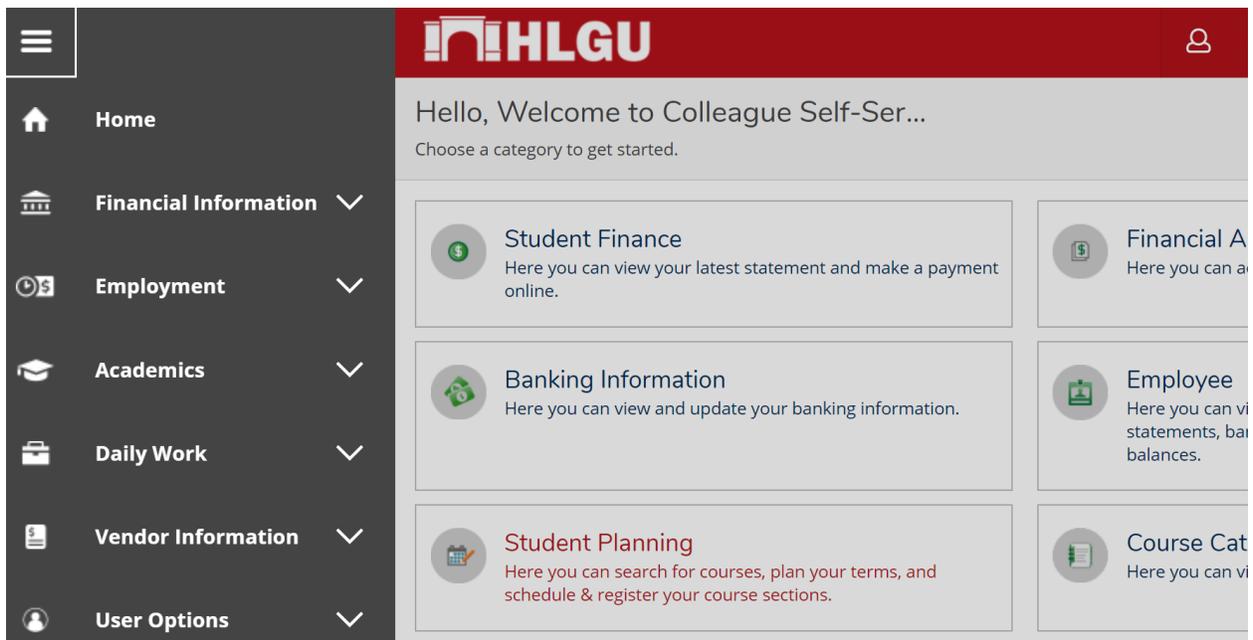


Quick Access Menu:

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

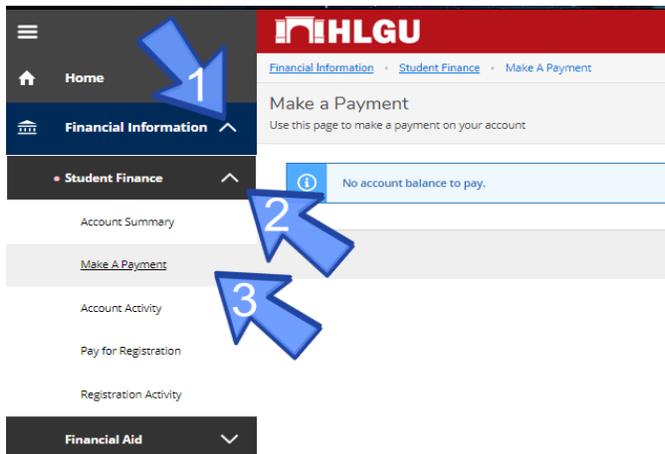
Financial Information: Account Summary

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



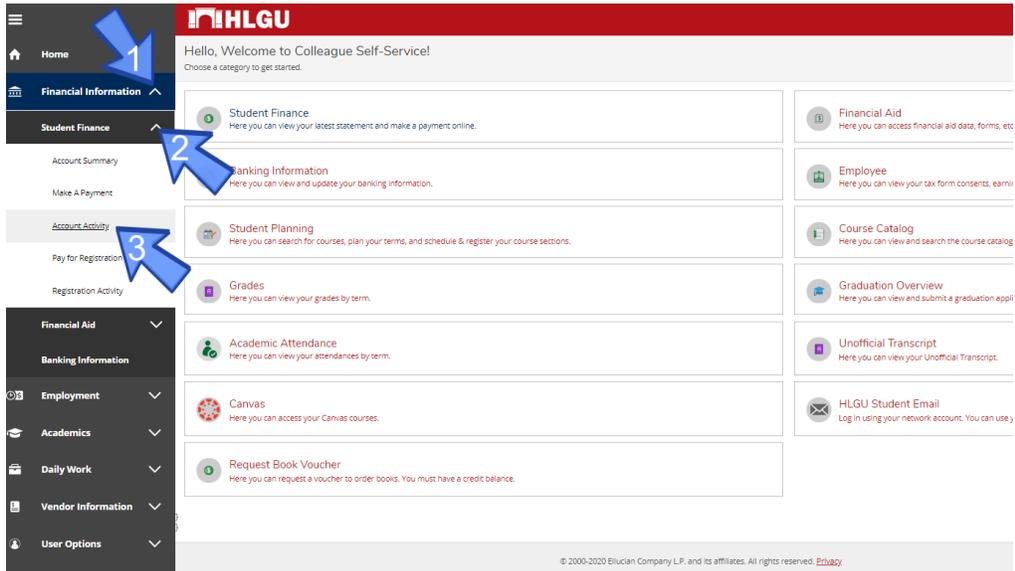
Financial Information: Make a Payment

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



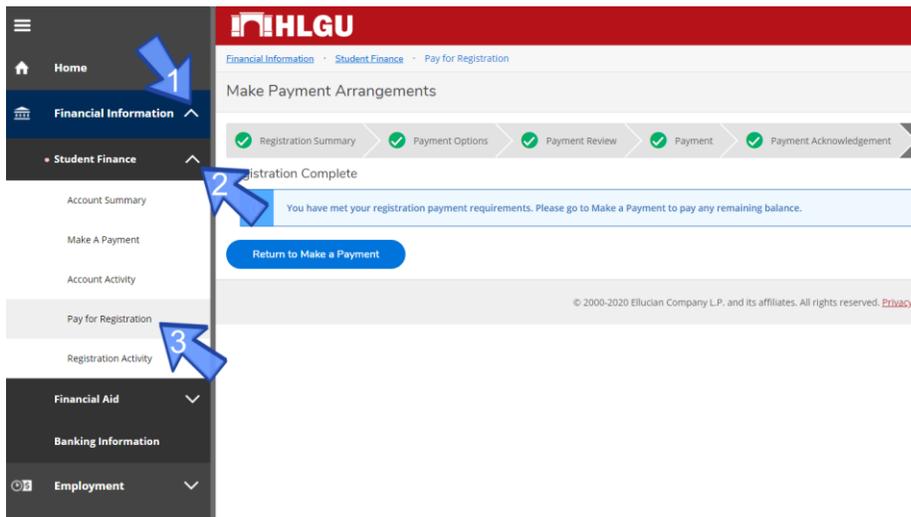
Financial Information: Account Activity

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



Financial Information: Pay for Registration

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



Financial Information: Registration Activity

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

The screenshot shows the HLGU Financial Information page. The left sidebar contains a menu with the following items: Home, Financial Information (selected), Student Finance, Account Summary, Make A Payment, Account Activity, Pay for Registration, Registration Activity (selected), Financial Aid, Banking Information, and Employment. The main content area displays the HLGU logo, a breadcrumb trail (Financial Information > Student Finance > Registration Activity), and the title 'Registration Activity'. Below the title, it says 'View your Registration Status and Activity'. A blue box with a lock icon and the text 'No registration activity to display.' is shown. At the bottom, there is a copyright notice: '© 2000-2020 Ellician Company L.P. and its affiliates. All rights reserved. [Privacy](#)'.

Financial Aid: Financial Aid Home

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

The screenshot shows the HLGU Financial Aid Home page. The left sidebar contains a menu with the following items: Home, Financial Information (selected), Student Finance, Financial Aid (selected), Financial Aid Home (selected), Required Documents, My Awards, Report/View Outside Awards, Request a New Loan, and Award Letter. The main content area displays the HLGU logo, a breadcrumb trail (Financial Information > Financial Aid > Financial Aid Home), and the title 'Welcome to Financial Aid!'. Below the title, it says 'Use Colleague Self-Service Financial Aid to assist in managing your Financial Aid package from submission to completion.' There is a dropdown menu for 'Select an Award Year:' with '2019-2020 Academic Year' selected. A red message states: 'Your most recent Satisfactory Academic Progress (SAP) evaluation has a(n) Satisfactory status. Please contact your Financial Aid Counselor if you'. Below this, there is a section titled 'Your Offer Letter is now ready!' with a document icon and the text 'Review your Financial Aid Offer Letter' and a link 'Review your Financial Aid Offer Letter'. To the right, there is a 'Student Finance A' summary box with a document icon and the following text: 'Amount Due', 'Amount Overdue', 'Total Amount Due', and a link 'Go to Account Summ'.

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**.

The screenshot shows the HLGU website interface. The left sidebar has three blue arrows pointing to 'Financial Information' (1), 'Financial Aid' (2), and 'Required Documents' (3). The main content area displays the 'Required Financial Aid Documents' page for the 2019-2020 Academic Year. A table lists the following documents:

Document	Explanation	Due Date	Status
19-20 Student Packaged		09/17/2019	Received
19-20 Student Packaged		06/25/2019	Received
19-20 ISIR Received		06/25/2019	Received

Financial Aid: My Awards

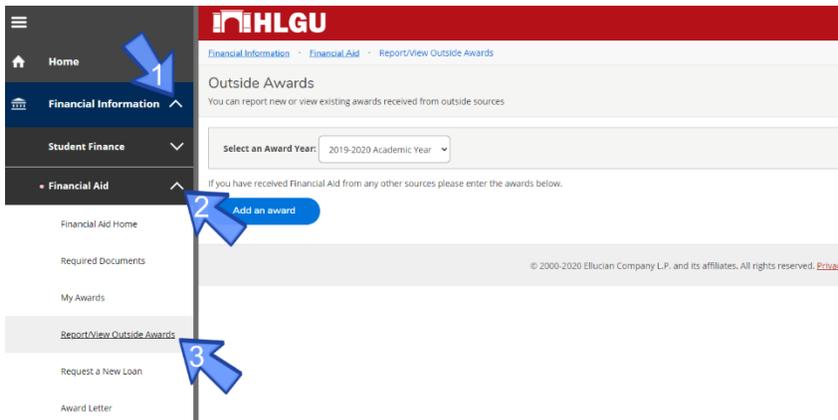
To view **My Awards** first click the **Financial Information** tab. Next Click **Financial Aid**. Then Click **My Awards**.

The screenshot shows the HLGU website interface. The left sidebar has three blue arrows pointing to 'Financial Information' (1), 'Financial Aid' (2), and 'My Awards' (3). The main content area displays the 'My Awards' page with a grid of service categories:

- Student Finance: Here you can view your latest statement and make a payment online.
- Banking Information: Here you can view and update your banking information.
- Grades: Here you can view your grades by term.
- Academic Attendance: Here you can view your attendances by term.
- Financial Aid: Here you can access financial aid.
- Employee: Here you can view your tax leave balances.
- Course Catalog: Here you can view and search for courses.
- Graduation Overview: Here you can view and submit your graduation information.
- Unofficial Transcript: Here you can view your unofficial transcript.

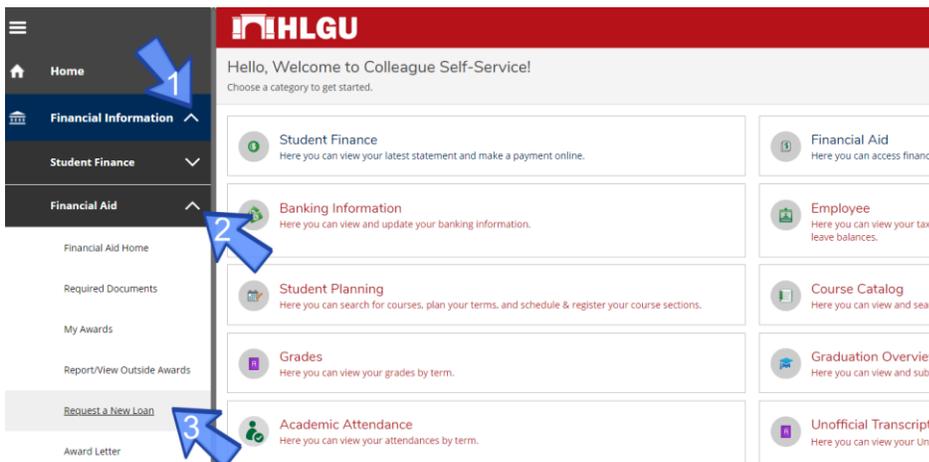
Financial Aid: Report/View Outside Awards

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



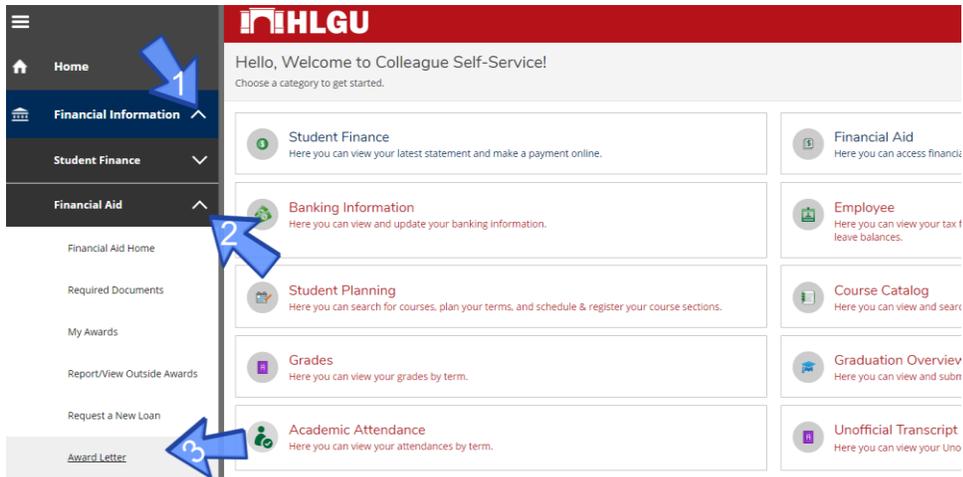
Financial Aid: Request a New Loan

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

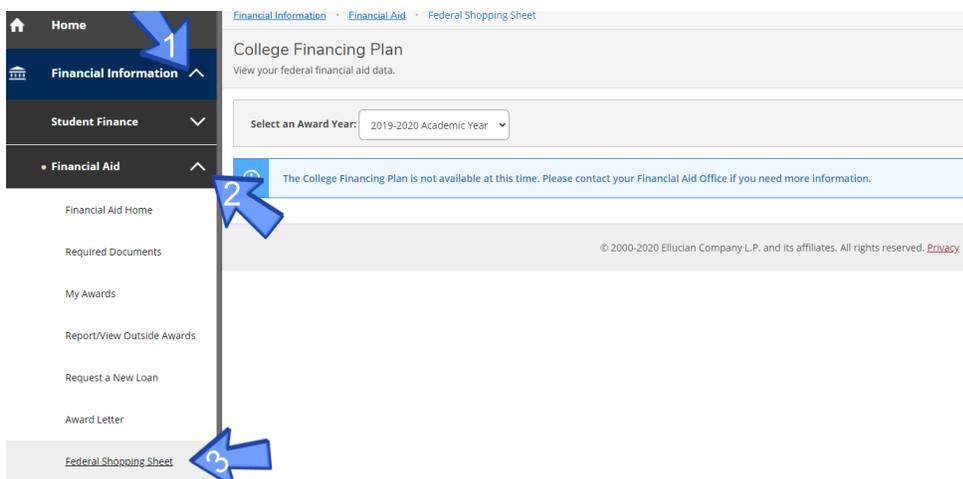
To **Award Letter** first click the **Financial Information** tab. Next Click **Financial Aid**. Then Click **Award Letter**.



Financial Aid: Federal Shopping Sheet

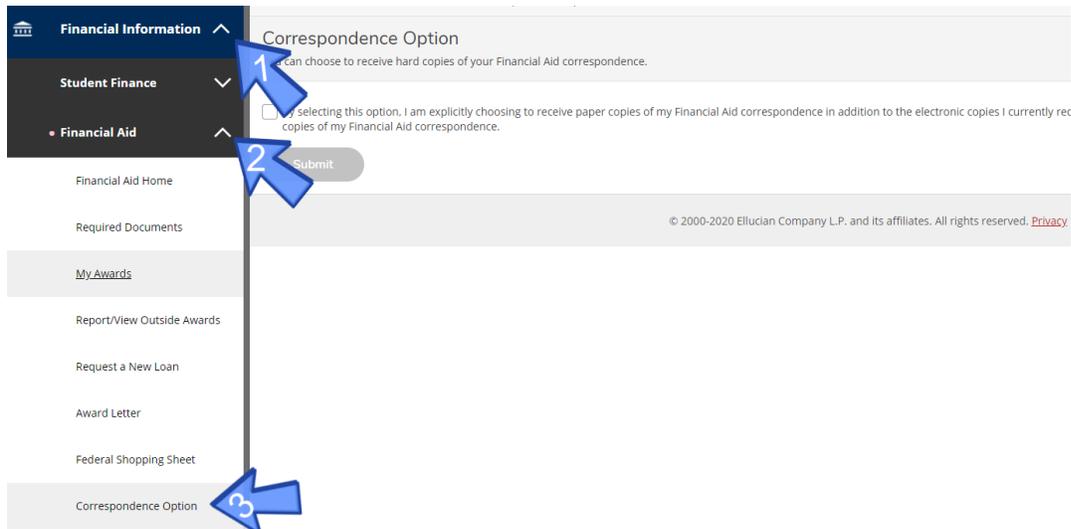
(College Financing Plan)

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



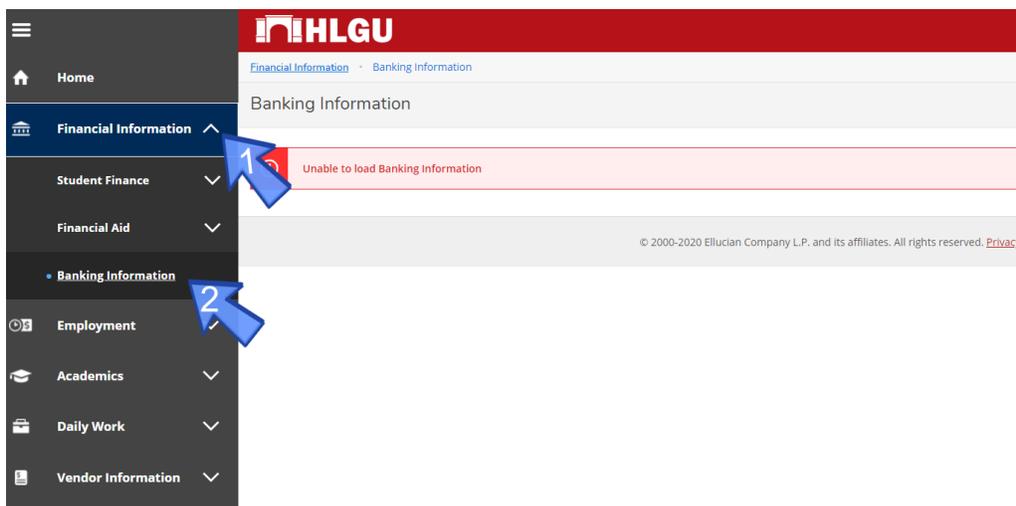
Financial Aid: Correspondence Option

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



Financial Aid: Banking Information

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



Financial Aid: Satisfactory Academic Progress

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

The screenshot displays the HLGU Financial Information portal. The left sidebar contains a navigation menu with the following items: Home, Financial Information (highlighted with a blue arrow labeled '1'), Student Finance, Financial Aid (highlighted with a blue arrow labeled '2'), Financial Aid Home, Required Documents, My Awards, Report/View Outside Awards, Request a New Loan, Award Letter, Federal Shopping Sheet, Correspondence Option, and Satisfactory Academic Progress (highlighted with a blue arrow labeled '3'). The main content area shows the 'Satisfactory Academic Progress' section, which includes a breadcrumb trail 'Financial Information > Financial Information', a title 'Satisfactory Academic Progress', a sub-header 'You can view your Satisfactory Academic Progress', a yellow box stating 'You are currently making Satisfactory Academic Progress', and a 'SAP Status' section with a dropdown menu set to 'What does Satisfactory Academic Progress mean?'. Below this is a 'Financial Aid COUNSELOR' section and a 'Financial Aid Office' section.

Employment

Employment: Employee Overview

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

The screenshot shows the HLGU Employee Self-Service portal. The left sidebar contains a navigation menu with the following items: Home, Financial Information, Employment, Employee, Employee Overview, Tax Information, Banking Information, Time Entry, Time Approval, and Earnings Statements. The 'Employment' and 'Employee' sections are expanded. Three blue arrows with numbers 1, 2, and 3 point to the 'Employment' tab, the 'Employee' sub-tab, and the 'Employee Overview' link, respectively. The main content area displays a welcome message and several service tiles: Tax Information, Time Entry, Earnings Statements, Leave, Banking Information, Time Approval, and Employee Proxy. The footer contains the copyright notice: © 2000-2020 Ellucian Company L.P. and its affiliates. All rights reserved. [Privacy](#)

Employment: W2 | 1095c Consent Forms

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

The screenshot shows the HLGU Employee Self-Service portal at the 'Tax Information' page. The left sidebar is the same as in the previous screenshot, but the 'Tax Information' link is highlighted. Three blue arrows with numbers 1, 2, and 3 point to the 'Employment' tab, the 'Employee' sub-tab, and the 'Tax Information' link, respectively. The main content area is titled 'Tax Information' and contains a section for 'W-2 Information' and '1095-C Information'. It asks the user to select an option for receiving their electronic W-2: 'Receive my W-2 only in electronic format' (unselected) or 'Withhold my consent' (selected). Below this, there are two consent statements: one for electronic W-2 and one for withholding consent. A 'Save' button is at the bottom.

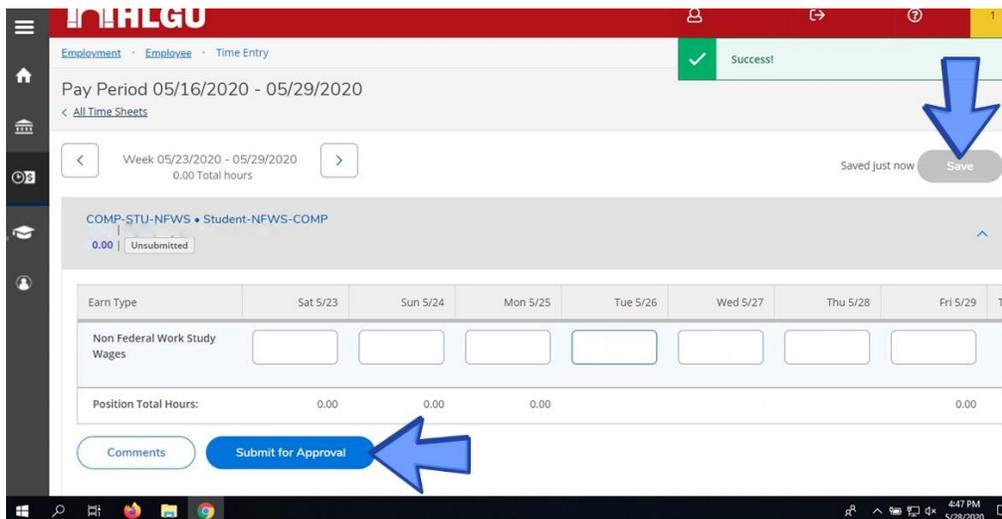
Employment: Time Entry

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



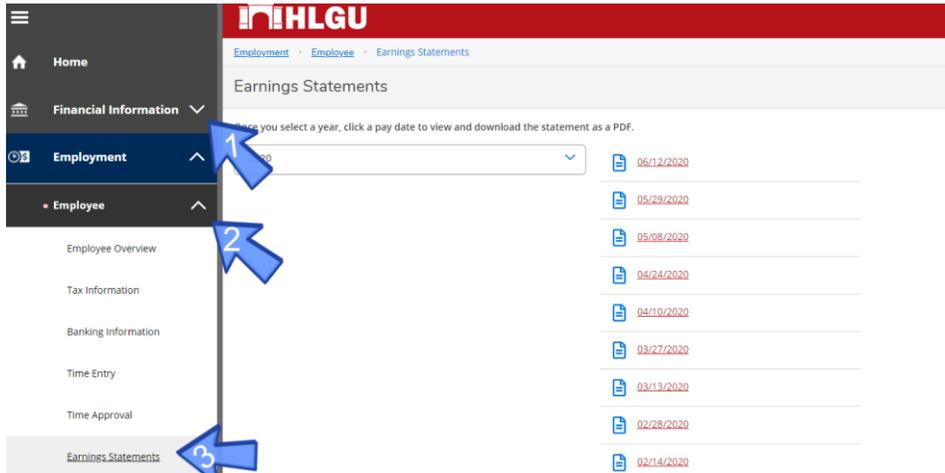
This is your **Time Entry** sheet. Here you will enter the hours you work. Once you enter your hours you will need to click **save**.

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



Employment: 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**.

The screenshot shows the HLGU website's 'Plan & Schedule' page. The left sidebar is dark blue with white text, listing navigation options: Home, Financial Information, Employment, Academics, Student Planning, Plan & Schedule, Course Catalog, Grades, and Graduation Overview. The 'Academics' menu is expanded, and 'Student Planning' and 'Plan & Schedule' are highlighted. Three blue arrows point to 'Academics', 'Student Planning', and 'Plan & Schedule'. The main content area has a red header with the HLGU logo and navigation links: Academics, Student Planning, and Plan & Schedule. Below the header is a search bar for 'Fall 2015' and buttons for 'Filter Sections', 'Save to iCal', and 'Print'. A list of courses is displayed, including 'ENG-104-LEC: English Composition I' and 'HST-213-LEC: United States History I', each with a 'View other sections' link. A calendar grid on the right shows time slots from 8am to 1pm for Sun, Mon, and Tue.

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)

The screenshot shows the HLGU website's 'Course Catalog' page. The left sidebar is dark blue with white text, listing navigation options: Home, Financial Information, Employment, Academics, Student Planning, Course Catalog, Grades, Graduation Overview, and Unofficial Transcript. The 'Academics' menu is expanded, and 'Course Catalog' is highlighted. Two blue arrows point to 'Academics' and 'Course Catalog'. The main content area has a red header with the HLGU logo and navigation links: Academics and Course Catalog. Below the header is a search bar for 'Search for a course subject: Type a subject...'. Below the search bar is a list of courses, including 'ACCT - Accounting', 'ADJ - Criminal Justice', 'ART - Art', 'BIB - Bible', 'BIO - Biology', 'BIS - Business Software', 'BLN - Biblical Languages', 'BMN - Business Management', 'BUS - Business Administration', and 'CAM - Media Communication'.

Academics: Grades

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

The screenshot shows the HLGU Colleague Self-Service portal. The left sidebar contains a navigation menu with the following items: Home, Financial Information, Employment, Academics, Student Planning, Course Catalog, Grades, Graduation Overview, and Unofficial Transcript. The 'Academics' menu item is highlighted in blue, and a blue arrow with the number '1' points to it. The 'Grades' menu item is also highlighted in blue, and a blue arrow with the number '2' points to it. The main content area displays a grid of service tiles. The 'Grades' tile is highlighted in red and contains the text: 'Grades Here you can view your grades by term.'

Academics: Graduation Overview

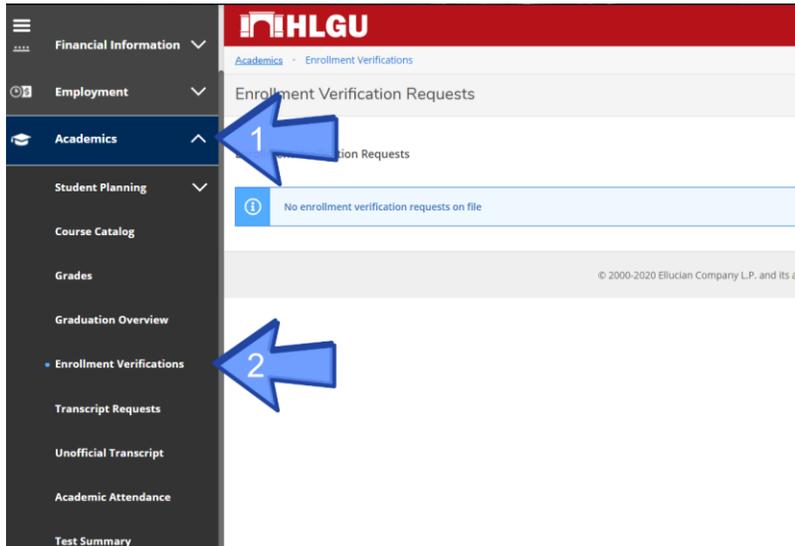
To view your **Graduation Overview**, Click **Academics**. Then, click **Graduation Overview**.

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

The screenshot shows the HLGU Colleague Self-Service portal. The left sidebar contains a navigation menu with the following items: Home, Financial Information, Employment, Academics, Student Planning, Course Catalog, Grades, Graduation Overview, Enrollment Verifications, Transcript Requests, and Unofficial Transcript. The 'Academics' menu item is highlighted in blue, and a blue arrow with the number '1' points to it. The 'Graduation Overview' menu item is also highlighted in blue, and a blue arrow with the number '2' points to it. The main content area displays a grid of service tiles. The 'Graduation Overview' tile is highlighted in red and contains the text: 'Graduation Overview Here you can view and submit a graduation application.'

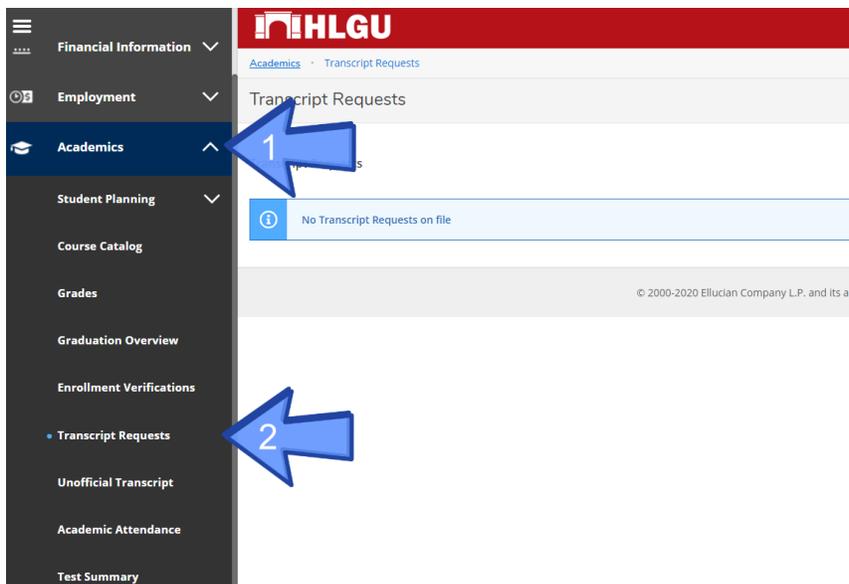
Academics: Enrollment Verification

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



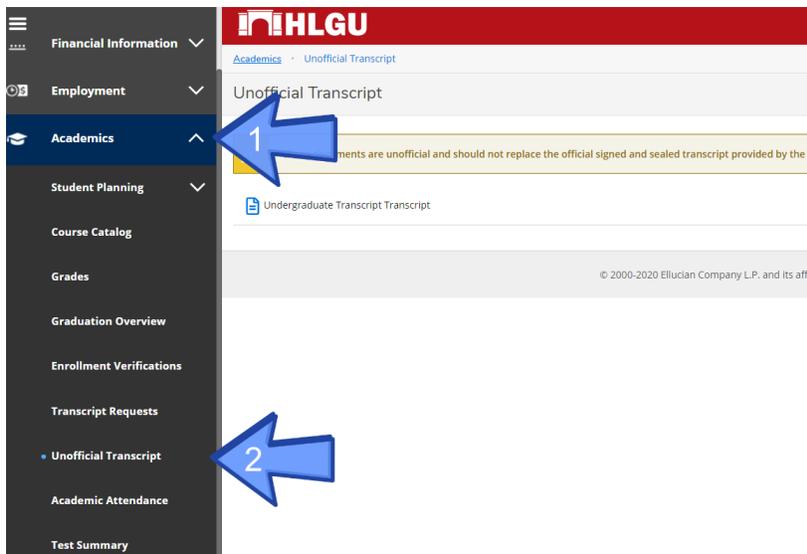
Academics: Transcript Requests

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



Academics: Unofficial Transcript

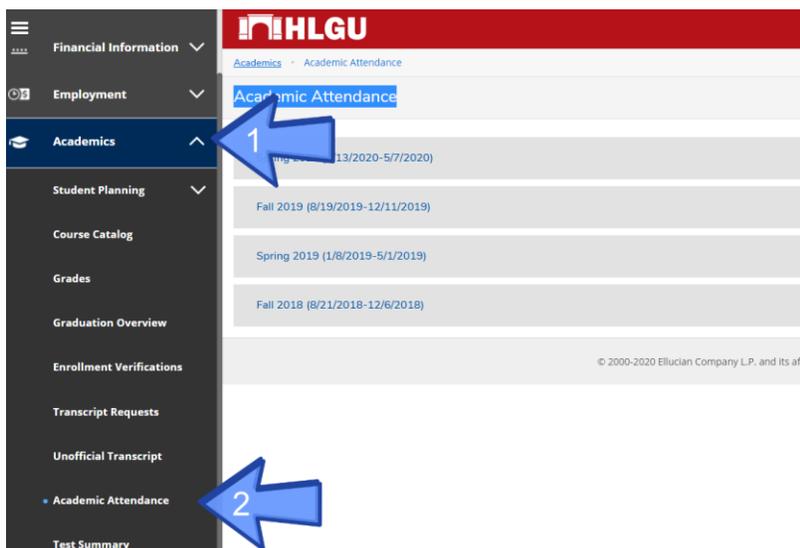
To view your **Unofficial Transcript**, Click **Academics**. Then, click **Unofficial Transcript**.



The screenshot shows the IHLGU portal interface. On the left is a dark navigation menu with the following items: Financial Information, Employment, Academics, Student Planning, Course Catalog, Grades, Graduation Overview, Enrollment Verifications, Transcript Requests, Unofficial Transcript, Academic Attendance, and Test Summary. The 'Academics' menu item is highlighted with a blue arrow labeled '1'. The 'Unofficial Transcript' menu item is also highlighted with a blue arrow labeled '2'. The main content area on the right has a red header with the IHLGU logo and the text 'Academics > Unofficial Transcript'. Below the header, the page title 'Unofficial Transcript' is displayed. A yellow warning banner states: 'These documents are unofficial and should not replace the official signed and sealed transcript provided by the institution.' Below the banner, there is a link for 'Undergraduate Transcript Transcript' and a copyright notice at the bottom: '© 2000-2020 Ellucian Company L.P. and its affiliates'.

Academics: Academic Attendance

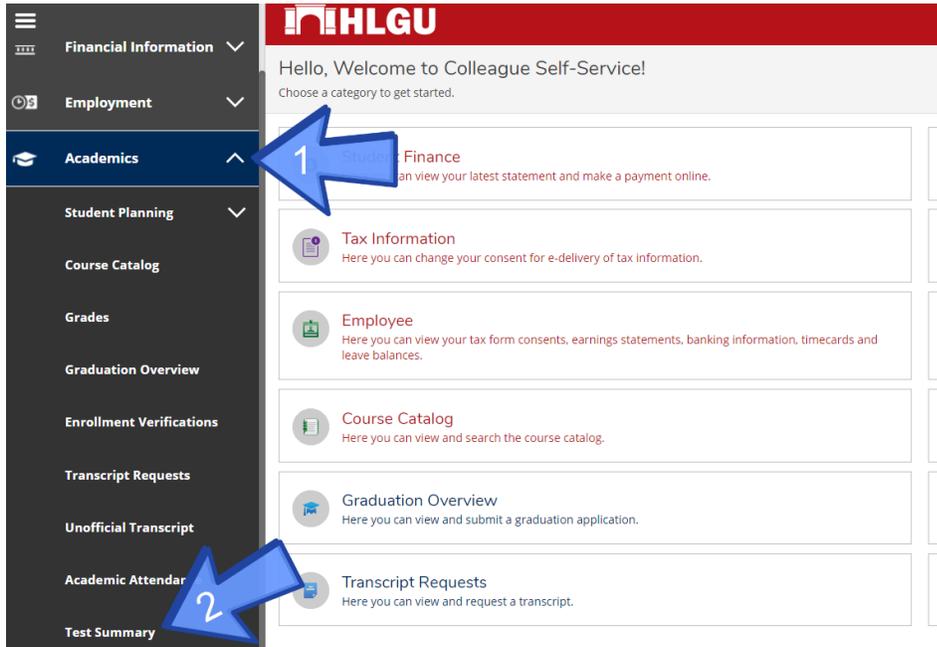
To view your **Academic Attendance**, Click **Academics**. Then, click **Academic Attendance**.



The screenshot shows the IHLGU portal interface. On the left is a dark navigation menu with the following items: Financial Information, Employment, Academics, Student Planning, Course Catalog, Grades, Graduation Overview, Enrollment Verifications, Transcript Requests, Unofficial Transcript, Academic Attendance, and Test Summary. The 'Academics' menu item is highlighted with a blue arrow labeled '1'. The 'Academic Attendance' menu item is also highlighted with a blue arrow labeled '2'. The main content area on the right has a red header with the IHLGU logo and the text 'Academics > Academic Attendance'. Below the header, the page title 'Academic Attendance' is displayed. A list of academic terms is shown: 'Winter 2020 (1/13/2020-5/7/2020)', 'Fall 2019 (8/19/2019-12/11/2019)', 'Spring 2019 (1/8/2019-5/1/2019)', and 'Fall 2018 (8/21/2018-12/6/2018)'. A copyright notice at the bottom reads: '© 2000-2020 Ellucian Company L.P. and its affiliates'.

Academics: Test Summary

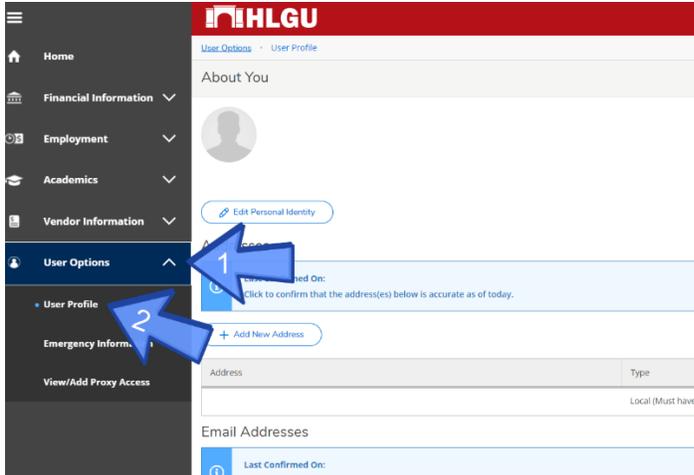
To view your **Test Summaries**, Click **Academics**. Then, click **Test Summary**.



User Options

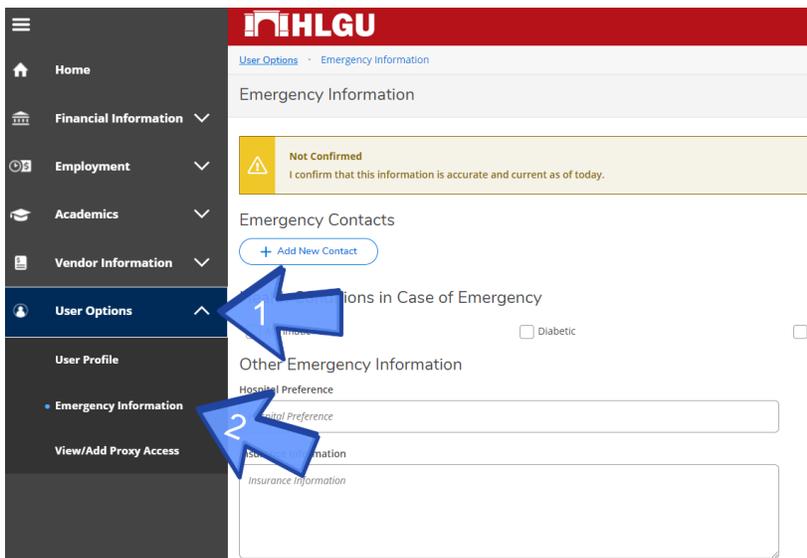
User Options: User Profile

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**.



User Options: Adding a Proxy

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

HLGU

[User Options](#) > [View/Add Proxy Access](#)

View/Add Proxy Access

Below you can grant, edit, or remove access to your records for another party (parent, spouse, employer, etc.).

Active Proxies

Name	Proxy Access	Relat
Bob L. Ross	Student Finance, Financial Aid, General, Academics, Tax Information	Guar

Choose an existing proxy user to edit or add a new user using the dropdown below.

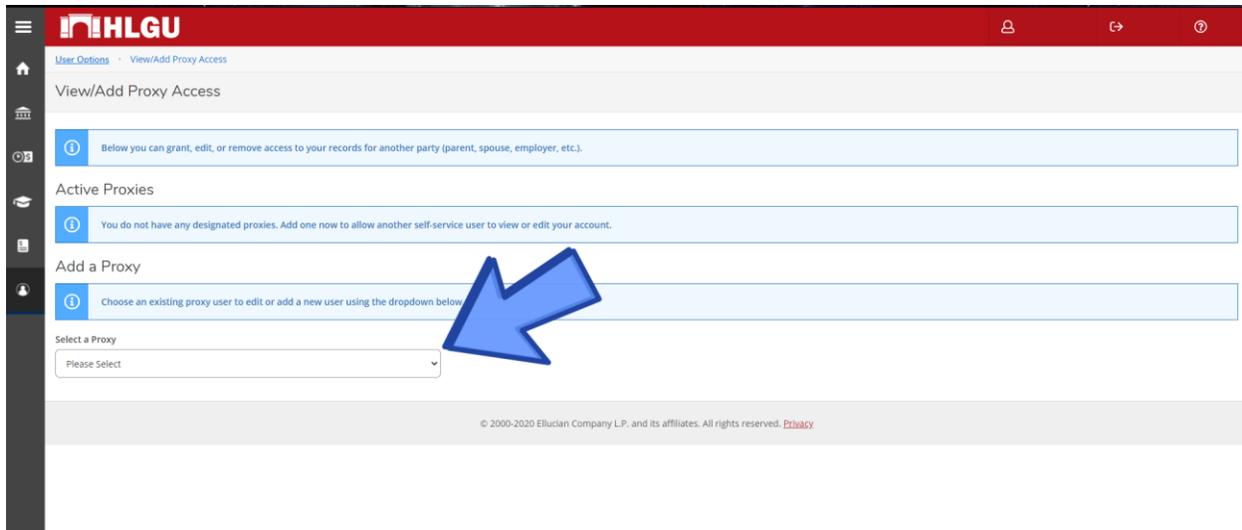
Select a Proxy

Please Select

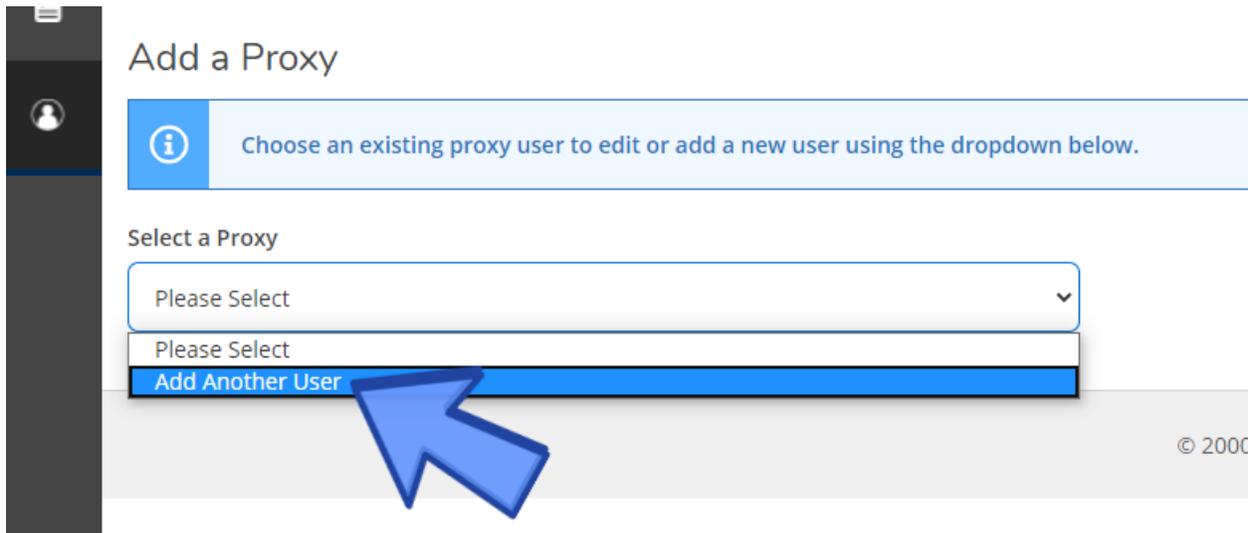
© 2000-2020 Ellucian Company L.P. and its a

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.

Select a Proxy
Add Another User

First Name *
First Name

Middle Name
Middle Name

Last Name *
Last Name

Former Last Name
Former Last Name

Email Address *
Email Address

Confirm Email Address *
Email Address

Phone
Phone

Phone Type
Please Select

Birth Date *
MM/DD/YYYY

SSN
SSN

Confirm SSN
SSN

Relationship *
Please Select

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.

Access *

Allow Complete Access

Allow Select Access

Student Finance ⓘ

Account Activity

Account Summary

Make a Payment

Financial Aid ⓘ

Offer Letter

Financial Aid Home

Correspondence Option

Request a New Loan

My Awards

FA Outside Awards

FA Required Documents

Satisfactory Academic Progress

College Financing Plan

General ⓘ

Notifications

Tax Information ⓘ

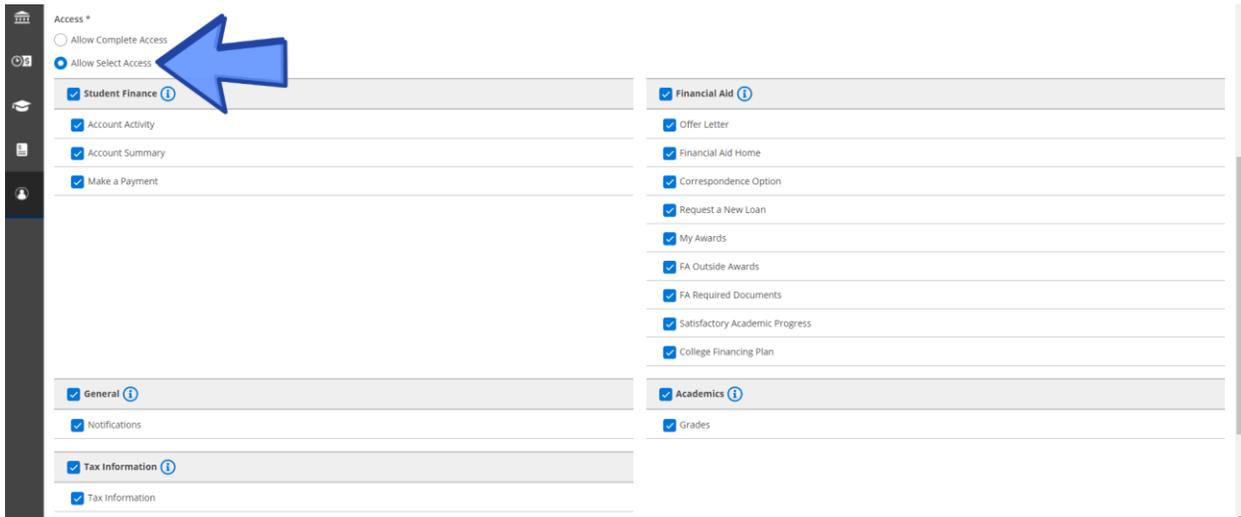
Tax Information

Academic ⓘ

Grades



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.



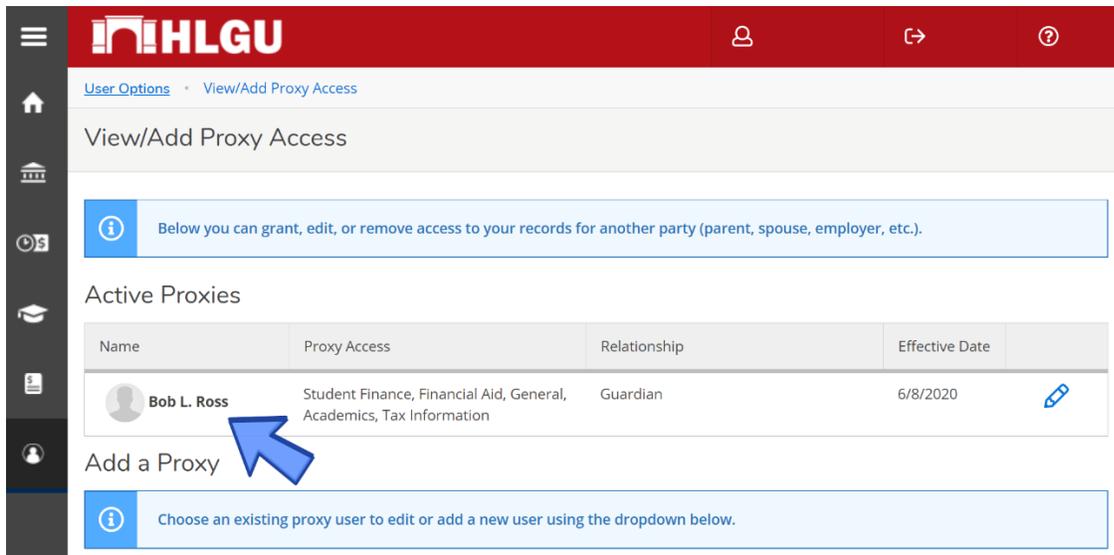
Once you have determined what access to give the proxy, you will have to authorize a **Disclosure Agreement** and click **Submit**.

Disclosure Agreement

You are about to add a user who will have access to information protected by FERPA. Granting this access indicates you are waiving your FERPA privacy rights for the items you select to anyone with access to the account you indicate.

I authorize the institution to disclose my information to this party

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



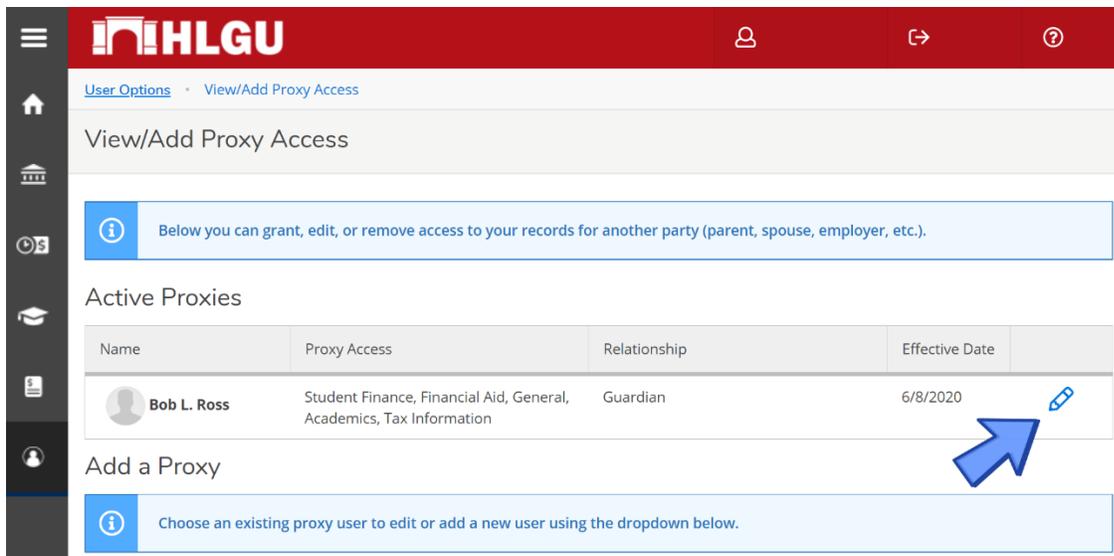
The screenshot shows the HLGU interface for managing proxy access. The page title is "View/Add Proxy Access". Below the title is an information box stating: "Below you can grant, edit, or remove access to your records for another party (parent, spouse, employer, etc.)." The "Active Proxies" section contains a table with the following data:

Name	Proxy Access	Relationship	Effective Date	
Bob L. Ross	Student Finance, Financial Aid, General, Academics, Tax Information	Guardian	6/8/2020	

Below the table is an "Add a Proxy" section with an information box: "Choose an existing proxy user to edit or add a new user using the dropdown below." A blue arrow points to the pencil icon in the table row.

Editing and Removing Active Proxies:

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



This screenshot is identical to the one above, but with a blue arrow pointing to the pencil icon in the "Active Proxies" table row, indicating the edit action.

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**.

