

# Welcome to myLakeland

## myLakeland Offers You Instant Access!

- Access your student email.
- View/search the class schedule.
- View your student record.
- Register for classes online.
- Add or drop classes online.
- View your financial aid information.
- Make a payment.
- View your grades.
- Track your degree progress.
- Apply for graduation.

Log in to your myLakeland account frequently for important emails and announcements.

## Log in to myLakeland

1. Go to [my.lakelandcc.edu](http://my.lakelandcc.edu) or go to [lakelandcc.edu](http://lakelandcc.edu) and click on myLakeland.
2. You will be prompted for username and password. When logging in the first time, you will be asked to set up four security questions that will later allow you to reset your myLakeland password should you ever forget it.

**Username:** Your username is the first part of your Lakeland student email address before the “@” symbol. Example: `jsmith12` of `jsmith12@mail.lakelandcc.edu`.

**Password:** Your default password is sent to the email address provided on your application for admission. For security purposes, the default password is a random series of characters. The first time you log in, you will be required to complete a set of security questions to help ensure the safety of your personal information. It is recommended that you also take the time to change your password to something you can more easily remember.

**Multi Factor Authentication (MFA):** Your security is a top priority. With that in mind, Lakeland has implemented Multi Factor Authentication (MFA) to help ensure that no one can access your account except you! This means, that when accessing myLakeland, you will be asked to answer two of your security questions OR enter a code that is sent to your personal cellphone or personal email. When logging in, if you check the box “trust this device,” you will not have to answer security questions every time you log in. However, you will be asked to verify your account occasionally or if something has changed with your device, browser or security settings.

To request your username or reset your password, visit the “Login Assistance” link on the myLakeland login screen and follow the instructions under Password Change/Reset App. If you are still having trouble, please contact the Help Desk.

## Access My Student Email

1. Log in to myLakeland.
2. Click the Student tab.
3. In the left-hand column under Quick Tools, click on the student email icon.

## Schedule Placement Testing

Please note that an official government-issued ID like a passport, driver's license or state ID or a high school ID with name and photo are required at testing sessions or New Student Orientation.

1. Log in to myLakeland.
2. Click the Student tab.
3. In the left-hand column under Quick Tools, click on the Schedule It icon.
4. Click Schedule Placement Test. This link will not appear if it is not a requirement for you, or you have a hold on your account that needs to be cleared, or you have already fulfilled the requirement.
5. Select a date. You can click Next to see the next month.
6. Click Reserve.

## View the Catalog

Go to [catalog.lakelandcc.edu](http://catalog.lakelandcc.edu).

## View / Search Class Schedule

1. Go to [lakelandcc.edu/schedule](http://lakelandcc.edu/schedule) or go to myLakeland and click Course Schedule Viewer on the log in page.
2. Select a term.
3. Select additional criteria if desired.
4. Click on View Results.
5. Note the CRN numbers of the classes you want to take. You will need these for online registration.

## Register for Classes

1. Log in to myLakeland.
2. Click the Student tab.
3. In the left-hand column under myREGISTRATION, click Register for Classes.
4. Select a term, if not previously selected, and then click Submit.
5. Click Submit.
6. Enter CRN numbers on Add Classes Worksheet.
7. Click Submit Changes.

## Drop / Withdraw Classes

1. Log in to myLakeland.
2. Click the Student tab.
3. In the left-hand column under myREGISTRATION, click Register for Classes.

4. Select a term if not previously selected and then click Submit.
5. In the Action column, select Online Drop or Web Withdraw next to the course you want to drop or withdraw. If you accidentally remove the wrong class, select Re-Add.
6. Click Submit Changes.

### [View / Print My Class Schedule](#)

1. Log in to myLakeland.
2. Click the Student tab.
3. In the left-hand column under myRECORDS, click on Personal Class Schedule.
4. Select a term, if not previously selected, and then click Submit.
5. Choose to print the schedule.

### [View My Financial Aid Information](#)

1. Log in to myLakeland.
2. Click the Student tab.
3. In the left-hand column under myRECORDS, click on Financial Aid.

### [Apply for Scholarships](#)

1. Log in to myLakeland.
2. Click the Student tab.
3. In the left-hand column under myRECORDS, click on Scholarship Center and follow the prompts.

### [Enroll in a Payment Plan and Set Up Installments](#)

1. You must first be registered for classes. Then log into myLakeland.
2. Click the Student tab.
3. In the left-hand column under myRECORDS, click on Billing Center.
4. Click on I Agree to enter the secure website.
5. Click on Payment Plans tab and then click on Enroll Now.
6. Select the proper semester or term and click on Select.
7. Follow the screen instructions and prompts such as the continue button to enroll in the payment plan. DO NOT enter an amount for the \$25.00 processing fee in the field for down payment; the fee will process AUTOMATICALLY once you have set up a payment method.

**NOTE:** Choosing Yes, I want to set up payments is your AUTHORIZATION to process payments AUTOMATICALLY on the due date using the payment method you set up. You will receive a reminder email.

8. As soon as you read the Tuition Loan Payment Plan Promissory Note and click on I Agree, the \$25.00 processing fee payment WILL AUTOMATICALLY process.
9. Print a copy of your payment plan agreement and payment receipt for your records

### [Make a Payment / View My Student](#)

#### [Account /Enroll in eRefunds](#)

1. Log in to myLakeland.
2. Click the Student tab.

3. In the left-hand column under myRECORDS, click on Billing Center.
4. Click I Agree to enter the secure Billing Center website.
5. On the Billing Center home page:
  - To pay your bill, click Make a Payment.
  - To set up installments, click Payment Plans tab then click Enroll Now.
  - To view your account, click View Account Activity.
  - To enroll in eRefunds, click on the eRefund tab and follow the instructions provided for entering your bank information and using a bank account for refunds.

NOTE: In order to set up a direct deposit, you must first have an active bank account.

### View My Grades

1. Log in to myLakeland.
2. Click the Student tab.
3. In the left-hand column under myRECORDS, click on Grades.
4. Select a term.
5. Click Submit.

NOTE: Only official end of term final grades are available.

### Degree Tracking Center

1. Log in to myLakeland.
2. Click the Student tab.
3. In the left-hand column under Quick Tools, click on the Degree Tracker icon.

### View My Unofficial Transcript

1. Log in to myLakeland.
2. Click the Student tab.
3. In the middle column myLakeland Student Services, select Student Records.
5. Click on View Web Transcript for unofficial transcript.
6. Click Submit.

Students may also order an official transcript through Request Official Transcript from myRECORDS on the myLakeland Student tab. There is a small cost associated with ordering an official transcript.

### Complete Graduation Application

1. Log in to myLakeland.
2. Click on Student tab.
3. In the left column under myRECORDS, click on the Graduation Application.

### Enrollment Verification

1. Log in to myLakeland.
2. Click the Student tab.
3. Under myRECORDS, click on Enrollment Verification.

NOTE: Current enrollment verification will not be available until three weeks after the start of the semester in which you are enrolled; however, past enrollment will be available at all times.

### Lakeland Help Desk

Location: Building C, Room C-2060

Phone: 440.525.7570

Email: [lcchelpdesk@lakelandcc.edu](mailto:lcchelpdesk@lakelandcc.edu)

### Fall and Spring Hours

Monday – Thursday from 8 a.m. - 8 p.m.

Friday from 8 a.m. - 5 p.m.

Saturday from 8 a.m. - 4 p.m.

Closed Sunday

### Summer Hours

Monday – Thursday from 7:30 a.m. - 8 p.m.

Friday 7:30 a.m. - noon

Closed Saturday and Sunday