



eServices Self Service Help for Students

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

How To:

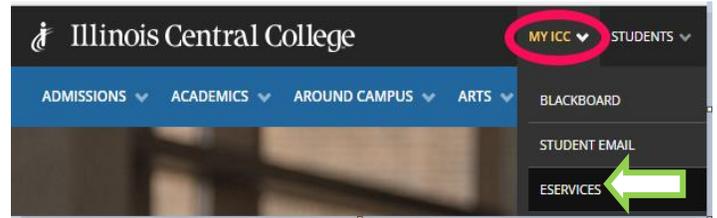
- Find User ID/Username
- Forgot My Password
- Text/Email Notification Option
- Browse Schedule or Course Catalog
- Enroll – Add Classes
- Enroll Using the Enrollment Shopping Cart
- Drop Classes
- Use My Planner
- View My Class Schedule
- Find Refund and Withdrawal Dates
- View Grades
- Find My Advisor
- View Advisement Report (Degree Audit Report)
- View Transcript/Transfer Credit
- Apply for Graduation
- View or Update Financial Information
- View or Update Personal Information

The screenshot displays the Student Center interface with the following sections:

- Student Center** (Header)
- Student Message Center** (Message Center)
- Academics** (Search Plan, Enroll, My Academics, Scheduler Builder; Message: "You are not enrolled in classes."); Enrollment Shopping Cart ▶
- Finances** (My Account, Account Inquiry, Financial Aid; Message: "You have no outstanding charges at this time.")
- Personal Information** (Demographic Data, Emergency Contact, Names, User Preferences; Contact Information: Current Address: Metamora, IL 61548; Alternate Address: None; Woodford HOME PHONE: 309/309-3093; ICC Lab email: pststemail@icc.edu)
- Search for Classes** (Button)
- Share My Information** (Button)
- Holds** (No Holds)
- To Do List** (No To Do's)
- Enrollment Dates** (Open Enrollment Dates)
- Advisor** (Program Advisor: Advisement & Counseling Department, 309/694-5281; Details ▶)
- Student Account & Textbooks** (Online Payments/Payment Plans, Setup eRefund Account, Order Textbooks Online)

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)

ICC eServices User ID/Username Search

Directions:
1. Enter your Last Name and entire Social Security Number
2. Click the "Submit" button

Last Name:

SSNO:

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**

Forgotten Password

Enter your User ID below. This will be used to find your profile, in order to authenticate you.

User ID

3. If you have set up a security question, enter your Response and click **Email New Password**.

Security Question

User ID 

Please answer the following question below for user validation.

Where is your favorite vacation spot?

[Email New Password](#)

- The system confirms that an email is sent.

Email Confirmation

Your new password has been emailed.

If you do not receive an email in your Primary Email Account please contact the ICC Help Desk to investigate the cause.

ICC Help Desk
(309) 694-5457

Hours: Mon-Thu: 7 am - 6:30 pm; Fri: 7 am - 4 pm; Sat: closed; Sun: 4 - 8:30 pm

- 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: **W|@Jf-d6**

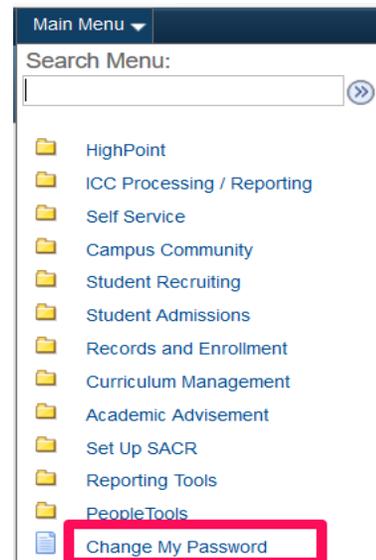
After signing into the system with this randomly generated password you will be prompted to change your password.

- 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.



The screenshot shows the eServices Login page. It features a title "eServices Login" at the top. Below the title, there are two input fields: "User ID (Example: ab123)" and "Password". The password field is filled with dots. Below the input fields is a "Sign In" button. At the bottom of the page, there are two links: "» [Forgot My Password?](#)" and "» [eServices Help](#) (pdf)".

7. Next step is to Change your Password. From your Home Page Click on Main Menu then click on Change My Password.



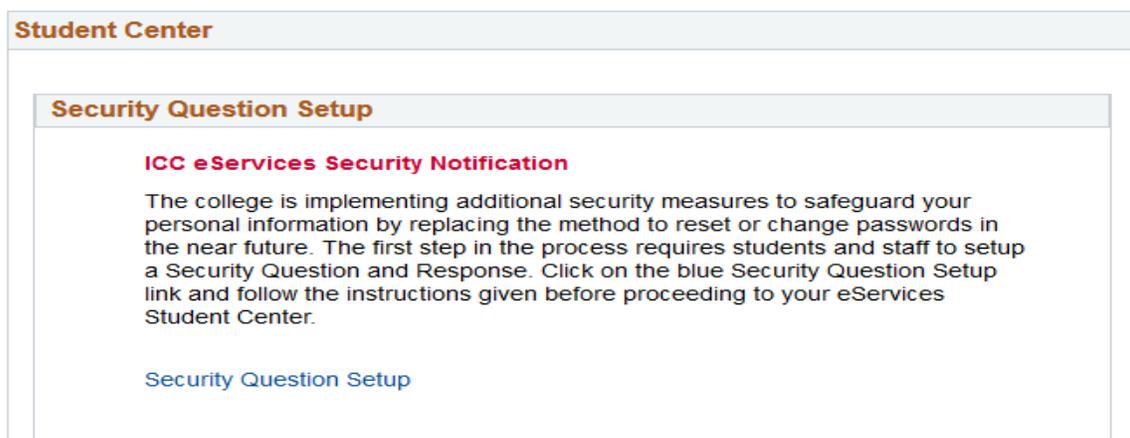
8. Paste the new password from the email into the Current Password field. Enter your new password and confirm your new password. Reminder: passwords are required to be at least 8 characters long and contain a minimum of 1 number, 1 special character, 1 lowercase letter and 1 uppercase letter. **Click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



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



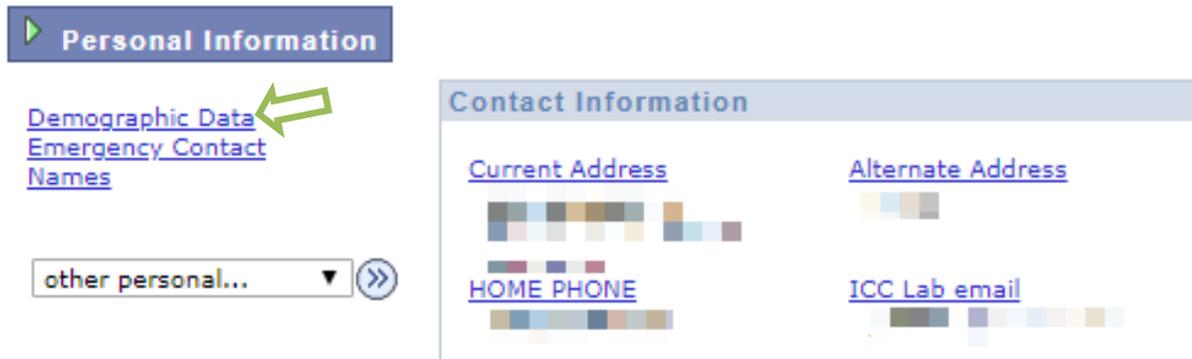
10. If you have not set up your security question and response, you will not receive an email. Contact the Help Desk (309-694-5457) for assistance. The Help Desk Staff can reset your password and upon login you will receive the following notification to set up your security question and response.



Text/Email Notification Option

To opt in to receive text or email notifications:

1. In the **Student Center** under **Personal Information** click **Demographic Data**.



Personal Information

[Demographic Data](#)
[Emergency Contact Names](#)

other personal... >>

Contact Information

[Current Address](#) [Alternate Address](#)

[HOME PHONE](#) [ICC Lab email](#)

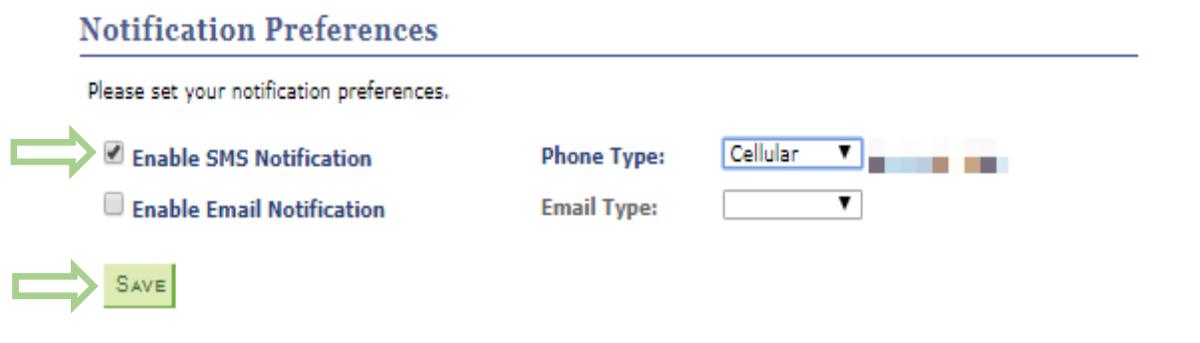
2. Select the **Security** tab from the top menu options.



Personal Information **Security** **Participation**

addresses | names | phone numbers | email addresses | emergency contacts | demographic information | ethnicity

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.



Notification Preferences

Please set your notification preferences.

Enable SMS Notification **Phone Type:** Cellular
 Enable Email Notification **Email Type:**

SAVE

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

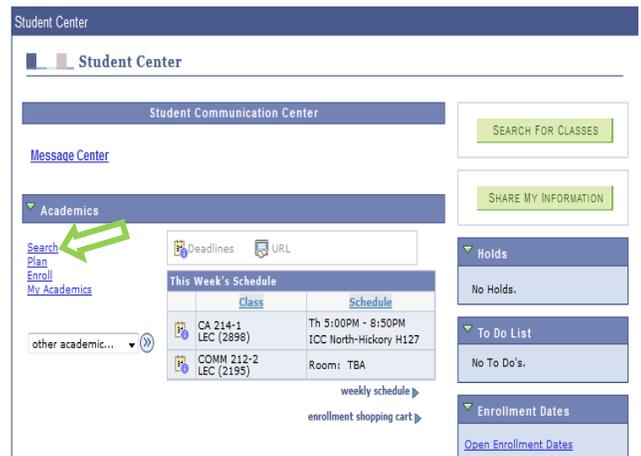
To find classes from within eServices:

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**.

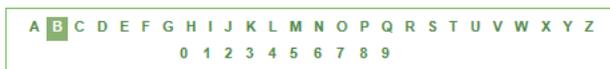
OR

Browse course catalog

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



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)



Select subject code to display or hide course information.

- ▶ **BANK - Banking**
- ▶ **BELAC - Language and Culture**
- ▶ **BELDR - Leadership**
- ▶ **BENOS - Non-Supervisory**
- ▶ **BEOTH - 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.

BIOL - Biology

| Course Nbr | Course Title | Typically Offered |
|---------------------|-------------------------------------|--------------------|
| 105 | NATURAL SCIENCE | |
| 106 | HUMAN BIOLOGY | Fall Spring Summer |
| 110 | LIFE SCIENCE | Fall Spring Summer |
| 111 | CONCEPTS IN BIOLOGY | Fall Spring Summer |

- Click on **View Class Sections** to see all available sections of the course or click on **Add to Planner** button.

BIOL 110 - LIFE SCIENCE

Course Detail

| | | | |
|------------------------------|-------------------------------|----------|-------------------------------------|
| Career | Undergraduate | | view class sections |
| Units | 4.00 | | add to planner |
| Grading Basis | Graded | | |
| Course Components | Laboratory | Required | |
| | Lecture | Required | |
| | Lecture-Lab | Required | |
| | Combined | | |
| Campus | Illinois Central College | | |
| Academic Group | Illinois Central College | | |
| Academic Organization | MATH, SCIENCE AND ENGINEERING | | |

Enrollment Information

| | |
|-------------------------------|--|
| Typically Offered | Fall Spring Summer |
| Enrollment Requirement | Approved reading placement score, or equivalent. |
| Course Attribute | Lab fees will apply IAI L1 900L 3 lec and 2 lab hours per week |

Description

4 HR. (TC)
Prerequisite: Approved reading placement score, or equivalent. This course introduces the student to the diversity of living organisms, their behavior and ecology with emphasis on population and pollution. Three lecture and two laboratory hours per week. (L1 900L)

- Click on down arrow for **Terms Offered** to select the desired term and then click **Show Sections** button.

Course Schedule

Terms Offered: Fall 2017 [show sections](#)

[My Class Schedule](#)
You are not registered for classes in this term.

[Shopping Cart](#)
Your shopping cart is empty.

Open Closed

BIOL 110 sections for Fall 2017

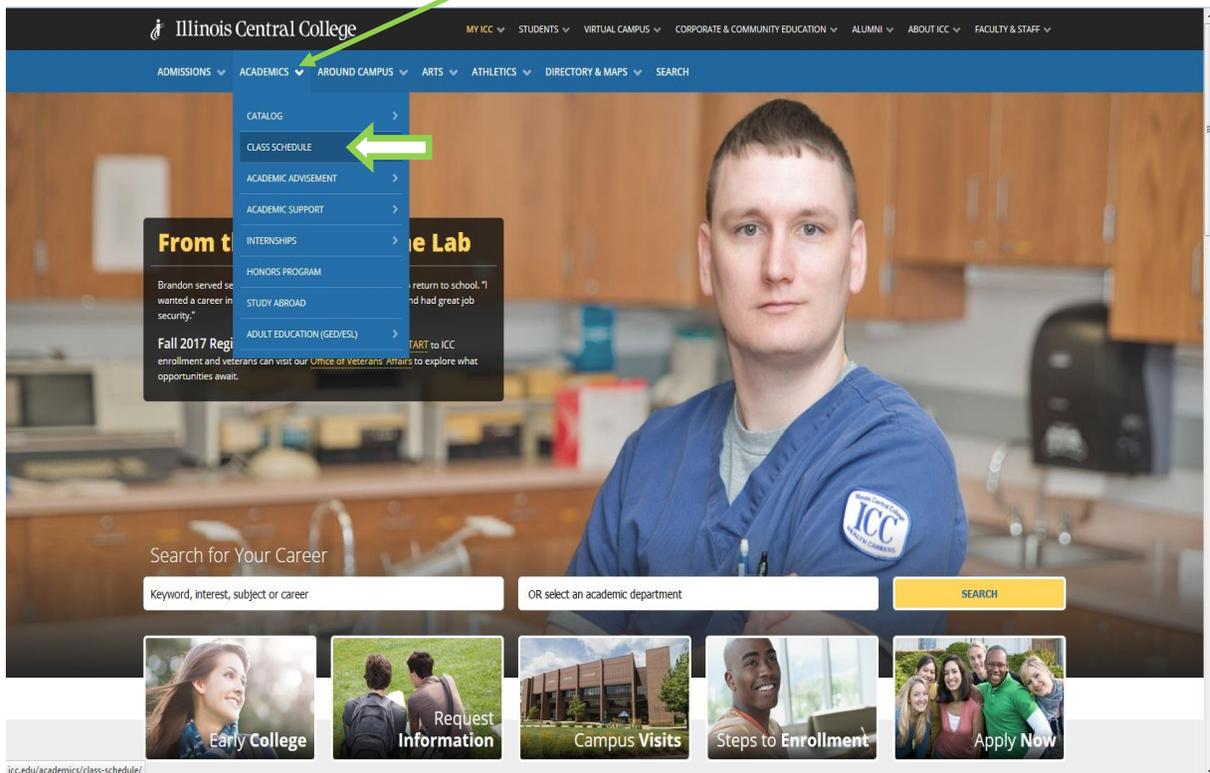
| Section | Session | Status | |
|-------------------------------|-------------------------|--------------------------------------|------------------------|
| 15-LEC (1441) | 1 | ● | select |
| Days | Start | End | Room |
| TuTh | 9:30AM | 10:45AM | TBA |
| Instructor | Thomas Haner | | |
| Dates | 08/22/2017 - 12/07/2017 | | |

| Section | Session | Status | |
|-------------------------------|-------------------------|--------------------------------------|------------------------|
| 16-LEC (1696) | 1 | ● | select |
| Days | Start | End | Room |
| TuTh | 8:00AM | 9:15AM | TBA |
| Instructor | Staff | | |
| Dates | 08/22/2017 - 12/07/2017 | | |

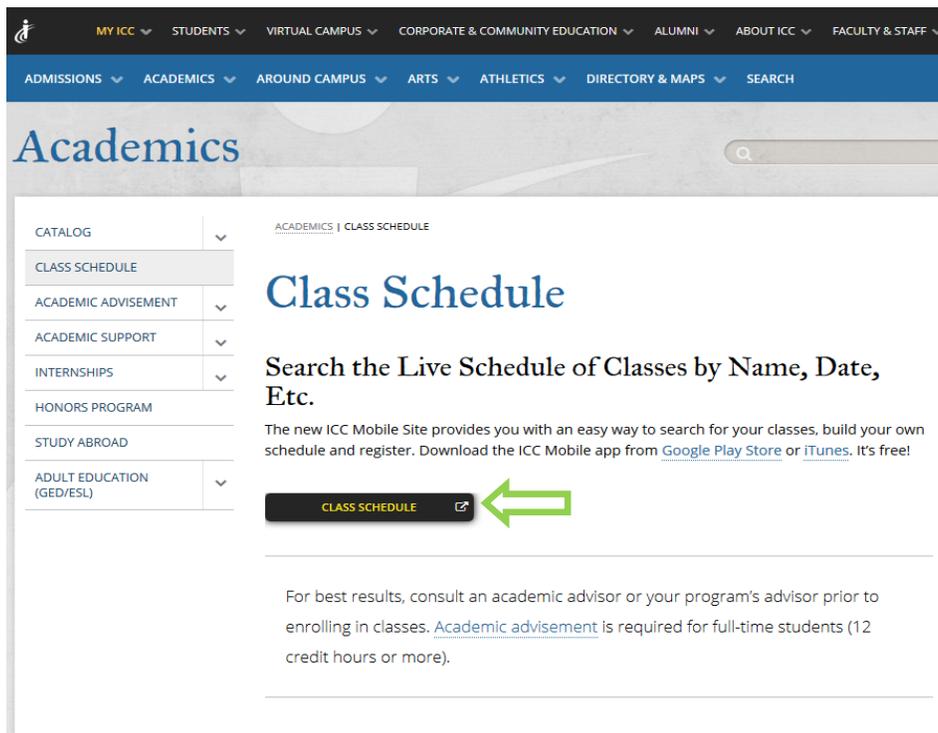
| Section | Session | Status | |
|-------------------------------|-------------------------|--------------------------------------|------------------------|
| 17-LEC (1701) | 1 | ● | select |
| Days | Start | End | Room |
| MoWe | 5:45PM | 7:00PM | TBA |
| Instructor | Staff | | |
| Dates | 08/21/2017 - 12/11/2017 | | |

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.

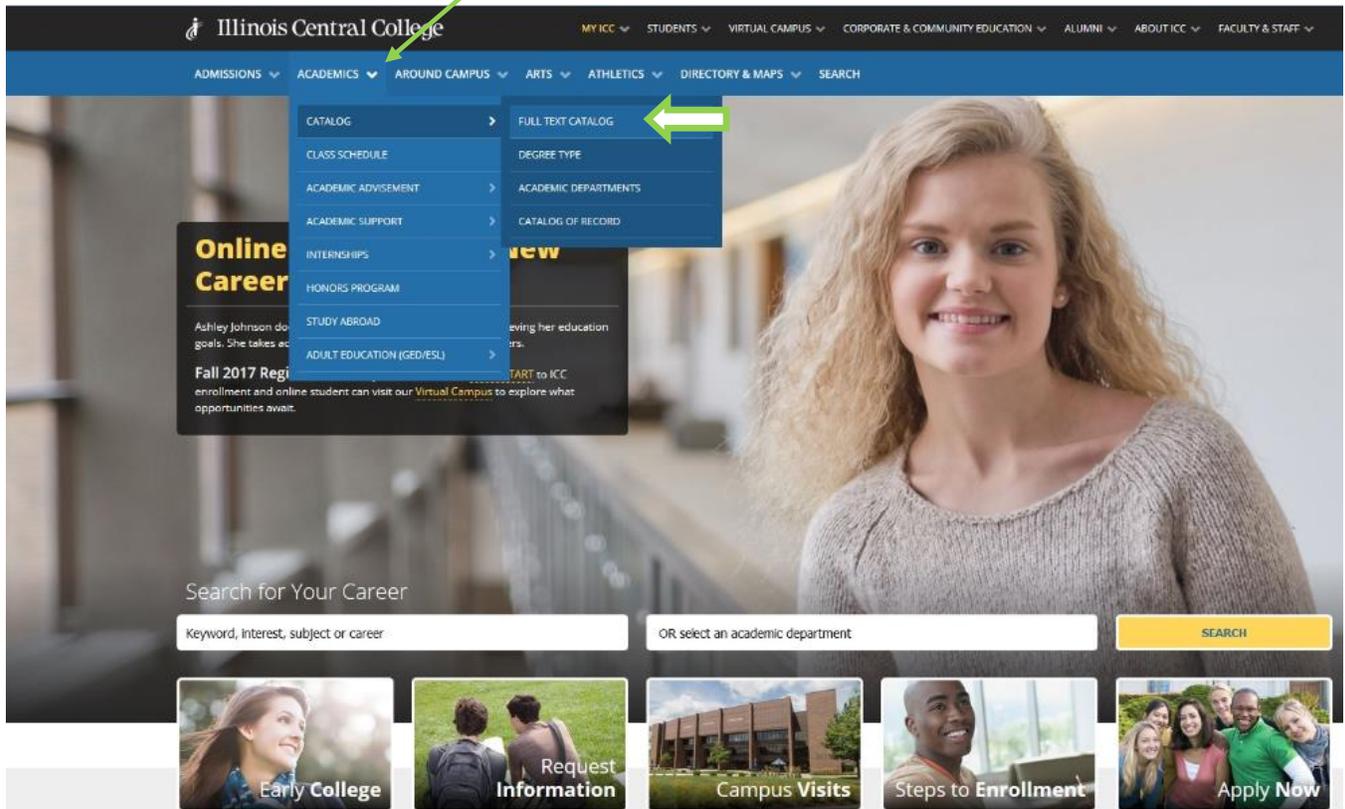


2. Click the Class Schedule link. Search the live class schedule with the new ICC Mobile Site. Download the ICC app from Google Play Store or iTunes.

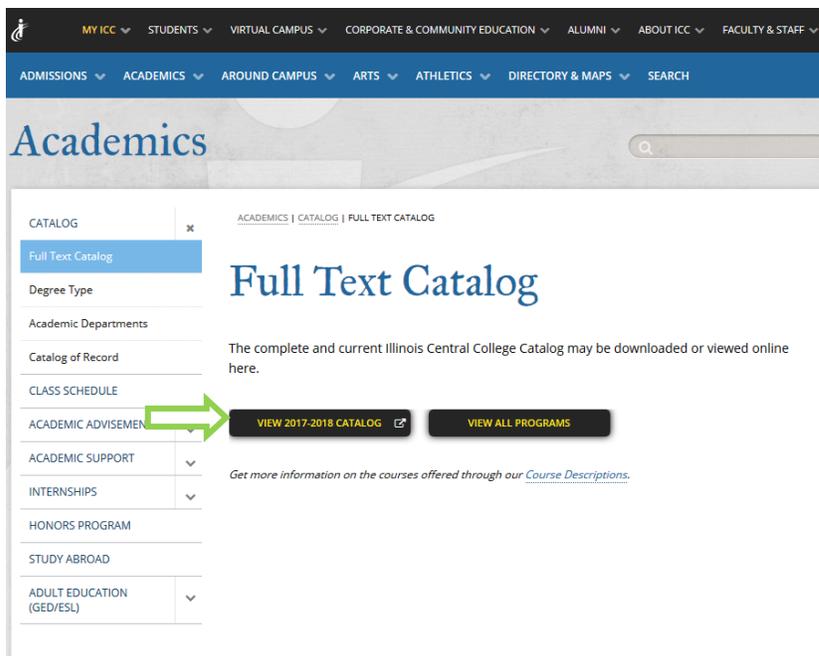


To browse the course catalog from the ICC home page:

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



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**.



Add Classes

1. Select classes to add

To select classes for another term, select the term and select Change. When you are satisfied with your class selections, proceed to step 2 of 3.

Fall 2017 | Undergraduate | Illinois Central College

[change term](#)

Open Closed

Add to Cart: **Fall 2017 Shopping Cart**

Enter Class Nbr
 [enter](#)

Your enrollment shopping cart is empty.

Find Classes

Class Search [←](#)

My Planner

[search](#)

Search from My Planner

Fall 2017 | Undergraduate | Illinois Central College

[Return to 1. Select classes to add](#)

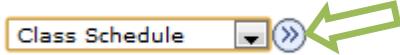
| Unassigned Courses | | | | |
|--------------------|------------------------------|-------|------------------------------|------------------------|
| Course | Description | Units | Term Status | Select |
| BIOL 110 | LIFE SCIENCE | 4.00 | Classes available this term. | select |

[Return to 1. Select classes to add](#)

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.

| | Term | Career | Institution |
|-----------------------|-------------|---------------|--------------------------|
| <input type="radio"/> | Spring 2017 | Undergraduate | Illinois Central College |
| <input type="radio"/> | Summer 2017 | Undergraduate | Illinois Central College |
| <input type="radio"/> | Fall 2017 | Undergraduate | Illinois Central College |

CONTINUE

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 (📅) 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 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.



Click here to return to Menu Options
Updated: March, 2019 (JD)

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.

Academics

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

1. Click on **My Academics**

[Search](#)
[Plan](#)
[Enroll](#)
[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:



My Academics

| | |
|---|--|
| Academic Requirements View my advisement report | My Program: <ul style="list-style-type: none">Institution - Illinois Central College<ul style="list-style-type: none">Career - Continuing Education<ul style="list-style-type: none">Program - Non-CreditCareer - Undergraduate<ul style="list-style-type: none">Program - Certificate<ul style="list-style-type: none">Major - Medical AssistantProgram - Certificate NFAMajor - PhlebotomistProgram - Assoc in General Studies<ul style="list-style-type: none">Degree - General Studies Degree |
| What-If Report Create a what-if scenario | |
| Advisors View my advisors | |
| Transfer Credit Evaluate my transfer credits View my transfer credit report | |
| Course History View my course history | |
| Transcript View my unofficial transcript | |
| Enrollment Verification Request enrollment verification | |
| Graduation Apply for graduation View my graduation status | |



My Academic Requirements

Illinois Central College | Undergraduate

This report last generated on 10/19/2017 8:47AM

[collapse all](#) [expand all](#) [view report as pdf](#)

Taken In Progress Planned

****ILLINOIS CENTRAL COLLEGE****

Medical Assistant

Associate in General Studies Degree (AGS)

Not Satisfied: SPECIFIC REQUIREMENTS
Associate in General Studies Degree Requirements
60 Credit Hours of Transfer Credit (TC) or Occupational Credit (OC) Required. (RG308)

- Units: 60.00 required, 12.50 taken, 47.50 needed

GPA and Residency Requirements

Satisfied: A minimum GPA of 2.0 is required for completion and at least 15 credits must be taken in residence. (RQ497)

- GPA Requirement
- Residency Requirement

A. English/Communication

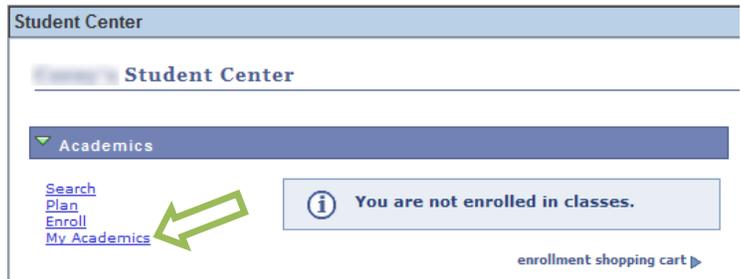
Not Satisfied: 6 credit hours are required, must include at least 3 credit hours of English. (RQ25)

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**)



| | | |
|----------------------|--------------------------|-----------------------------|
| Academic Institution | Illinois Central College | |
| Report Type | Unofficial Transcript | view report |

7. Print your unofficial transcript if desired

To view your **Transfer Credit**:

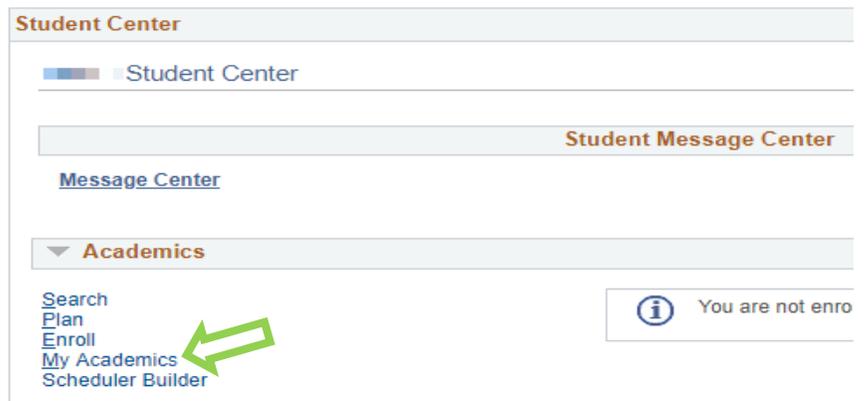
In the **Student Center**, under **Academics**:

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**

My Academics

| | |
|-------------------------|--|
| Academic Requirements | View my advisement report |
| What-If Report | Create a what-if scenario |
| Advisors | View my advisors |
| Transfer Credit | Evaluate my transfer credits View my transfer credit report |
| Course History | View my course history |
| Transcript | View my unofficial transcript |
| Enrollment Verification | Request enrollment verification |
| Graduation | Apply for graduation View my graduation status |

- 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 | Apply for Graduation |
| Degree: Associate in Arts | |
| Area of Study: Business Administration | |

- Select your expected Graduation Term from the drop down.

Apply for Graduation

Select Graduation Term

The academic program listed here was selected to apply for graduation. If this is not correct, return to the previous page and select a different academic program.

Select a valid term to apply for graduation by selecting a value from the dropdown. Only terms in which you are able to apply for graduation will be displayed.

| | |
|---|--|
| Program: Associate in Arts | |
| Illinois Central College Undergraduate | |
| Degree: Associate in Arts | |
| Degree: Associate in Arts | |
| Area of Study: Business Administration | |
| Expected Graduation Term | <input type="text" value="select term ..."/> |

- Fall 2019
- Spring 2020
- Summ 2019
- select term ...

- Review Graduation Instructions and click Continue.

| | |
|--|--|
| Expected Graduation Term | <input type="text" value="Fall 2019"/> |
| Graduation Instructions | |
| Please view your advisement report in the "My Academics" section of your eServices account. This report is your official degree review as you will not receive a degree review from the Graduation department. If you have any questions or concerns regarding your advisement report, please contact your academic advisor immediately. You can periodically check your eServices account for the progress of your graduation application by selecting "View My Graduation Status". The review of applications does not begin until the deadline for the term has passed. Commencement Information: If you plan to participate in Commencement, you must register for the ceremony. Commencement is only offered at the end of each spring semester; however, fall, spring and summer graduates are invited. To register for Commencement and to order your cap, gown and tassel, visit http://icc.edu/students/graduation/commencement-registration/ . | |



- Verify your information and click Submit Application.

Apply for Graduation

Verify Graduation Data

Program: Associate in Arts

Illinois Central College | Undergraduate

Degree: Associate in Arts
 Degree: Associate in Arts
 Area of Study: Business Administration
Expected Graduation Term Fall 2019

Graduation Instructions

Please view your advisement report in the "My Academics" section of your eServices account. This report is your official degree review as you will not receive a degree review from the Graduation department. If you have any questions or concerns regarding your advisement report, please contact your academic advisor immediately. You can periodically check your eServices account for the progress of your graduation application by selecting "View My Graduation Status". The review of applications does not begin until the deadline for the term has passed. Commencement Information: If you plan to participate in Commencement, you must register for the ceremony. Commencement is only offered at the end of each spring semester; however, fall, spring and summer graduates are invited. To register for Commencement and to order your cap, gown and tassel, visit <http://icc.edu/students/graduation/commencement-registration/>.

Select Different Program Submit Application ←

Select Different Term

- A confirmation message will display.

Apply for Graduation

Submit Confirmation

✓ You have successfully applied for graduation.

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

My Academics

| | |
|--------------------------------|---|
| Academic Requirements | View my advisement report |
| What-If Report | Create a what-if scenario |
| Advisors | View my advisors |
| Transfer Credit | Evaluate my transfer credits |
| | View my transfer credit report |
| Course History | View my course history |
| Transcript | View my unofficial transcript |
| Enrollment Verification | Request enrollment verification |
| Graduation | Apply for graduation View my graduation status ← |

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



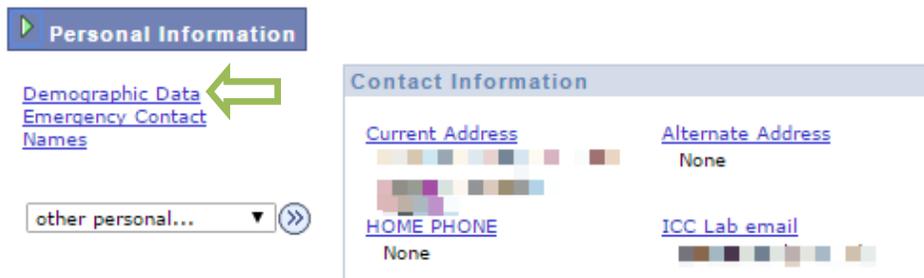
View Financial Aid Information

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