New User Account Verification and Log-In Process

Step One: Verify your Account Information.
➢ Go to StartHere.lr.edu on your web browser
➢ Click Log In
➢ Enter your Username and Password
➢ (Located in the accompanying letter) and click Sign In
➢ You will now be asked to verify your account information:
- Enter your Last Name and First Name in the fields provided
- Enter your System ID (SID) located in the accompanying letter. This is your Lenoir-Rhyne ID so you'll want to hang on to this information until you receive your official ID card from the University.
- When entering your date of birth, be sure to type it in the following format – *MM/DD/YYYY*
- Click *Verify Account*
➢ Click Return to Home

Step Two: Change your Password.
➢ On the home screen of Self-Service (myLR), select "Change Password"
➢ Enter your Lenoir-Rhyne email address
➢ Enter the password provided (old password)
➢ Enter your new password and then type it again in the next field to confirm and select Submit
➢ Done! Select "Log Out" (top right) and then completely close your browser. To test that your new password is working, re-open your browser, go back to StartHere.lr.edu, and enter your Username and NEW password.
➢ NOTE – Once you change your password, you will use it to log in to all of your LR accounts (Self-Service, myLR (Portal), Email, and Canvas). If you forget or misplace your NEW password, you will need to contact the LR HelpDesk for assistance (see contact information below).

You may now also log in to your Lenoir-Rhyne email account. Be sure to use the new password you just created. Always change your password through Self-Service using the steps above – NEVER change your password through your email account!

Step Three: Set up your Email Account
➢ Go to your Self-Service: Portal and click on the Webmail icon. Your new LR email account is Gmail. Be sure to use the new password you just created.
➢ If you already have a personal Gmail account, you will need to add your LR email address to your existing account. Click on your initials/picture in the top right-hand corner of your screen. Click Add Account and enter your LR email address. Click Next to input your password. Click Next to access to your LR email account.
➢ If you are a new user to Gmail, you will need to click on the Gmail mail icon (white envelope outlined in red). Enter your LR email address and then click Next to input your password. Click Next to access your LR email account.

Always change your password through your Self Service: Portal using the steps described above. NEVER change your password through your email account! **Note: At the end of summer, all student email accounts will be switched to Office 365. Further information will be sent via email regarding the changes.**

Troubleshooting Hints:
➢ If, when trying to log in, you receive an error message that reads your Username or Password is incorrect, please contact the HelpDesk at 828.328.7350 (24/7). You will need your LR System ID from the accompanying letter.

If you reach the Verify your Account page, but are unable to verify your account, your Username and Password <u>are working</u>, but something may be wrong with information in your account. Please contact the Enrollment Services Center at 828.328.7279 (Monday-Friday, 8am – 5pm)