PeopleSoft Campus Solutions Upgrade (Student Center): FAQ

College **Lake County**

When will the Campus Solutions Upgrade to 9.2 go live?
February 11, 2019

Which browsers are recommended?
Chrome, Firefox or Safari are the recommended browsers to use.
Be sure to download the latest versions.

Do I need to do anything before I log in to the newly upgrade system?
Yes, you will need to clear your cache before logging in.

The links below contain instructions for clearing your cache on each browser:

Chrome

Firefox

Internet Explorer

Safari

You will also want to **turn off the pop-up blocker** on your phone to access certain pages.

Click here for instructions for iPhones.

Please be sure to upgrade your mobile device to the latest version (Ex. IOS 12.1.3 for iPhone or iPad) to ensure external links, such as "Payment Options" are working properly.

If you are experiencing technical difficulties with the payment button make sure you have your popup blocker turned off.

How to turn off pop-up blockers on your desktop:

Chrome

Internet Explorer

FireFox

Safari

Microsoft Edge

How do I know which browser I am using? Click on this link to find out

How do I log in?

The same way as before. Log in to MyCLC. Click on the link on the left side that says **Student Center**.

Where can I go for help?

You can also contact the CLC Technology Help Desk at ext. 4357 (HELP), option 2 or visit the following for in-person assistance:

       Grayslake: Welcome and One Stop Center
       Southlake: Campus and Student Support Center
       Lakeshore: Student Services Center