FREQUENTLY ASKED QUESTIONS ABOUT THE NEW STUDENT PORTAL (BANNER)

1. When I reach the Langston University website, where do I go from there to access my account information?
   a. You will need to locate the “pad-lock” at the top right corner of the main webpage and click it.
   b. Next you will locate the link “my.langston.edu” this link will allow you to access the areas needed to pay or review your school fees.

2. I am on the website now, but I don’t see the link.
   a. You will need to click on the “pad-lock” which is located on the top right corner of the main webpage there you will see the link needed to access the Banner portal “my.langston.edu”.

3. When I click the link, it goes to the next screen but I don’t have a pin number.
   a. If you are a new student, please follow these steps:
      i. Click on the link “my.langston.edu”.
      ii. Enter your lion-key credentials: (first_name.last_name@lunet.edu | password).
      iii. Select “self service”, then select “student”.
      iv. You can then view/update your personal and financial information, register for classes, and view / print class schedules and more.

4. What is my banner pin?
   a. Your pin number is given to you once you are enrolled into Langston University, it is a unique number to which allows you to access your classes, financial aid and more.

5. Can I get to the portal without going through the website?
   a. You can only access the portal outside the LU Website, if you are on the Langston campus and have logged into a computer attached to the Langston University network; i.e. library computer lab, and computer labs.

6. Is my lionkey credentials my Langston email address or my personal?
   a. You cannot use your personal email address as your lionkey credentials, you must use the following steps:
      i. Click the on the “pad lock” located on the main webpage.
      ii. Locate the label “activate lionkey”.
      iii. Follow the steps and your lionkey credentials will be created.

7. Where do I get my pin number from?
   a. Your pin number is created and given once you have enrolled into Langston University.

8. Do I have to always get a new pin number?
   a. Once you have a pin number, it is your number; You will not be required to have another pin number.

9. After I type in my.langston.edu should I call the school?
   a. You should not need to contact anyone via phone, follow the steps and you will be successful in accessing your information.

10. Can I pay my Housing fees here?
    a. You can pay your fees in person at the Housing Office.