



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.