

SOLAR Account Information

General Questions:

How do I log into SOLAR ?

To log into SOLAR, go to the main page www.jwcc.edu and click on the Blazernet link. Then click on the SOLAR icon located in the Quick Launch area.

I've forgotten my PIN! How do I reset it?

If you've forgotten your PIN, you can reset it automatically by selecting the "Forgot your PIN?" link on the JWCC Accounts page. If you have entered your PIN incorrectly more than five times, it will automatically disable your account. You will have to come to Information Technology with a photo ID to have your PIN manually reset.

How do I change my PIN?

After logging into the SOLAR system, you can change your PIN by choosing "**Personal Information**" from the menu across the top and click on the last menu option, "**Change Your PIN**"

What is this "Security Question" thing?

You initially set your Security Question upon your first login to SOLAR. After that question (is answered), you will be able to automatically reset your PIN by entering your User ID and clicking "Forgot PIN". The system will ask you the question, you will give the answer, and then you will be prompted to choose a new PIN. Therefore, the question you ask should be known only to you, such as "What is my mother's maiden name?" or "What is the name of my first pet?"

How do I change my Security Question?

After logging into the SOLAR system, you can change your Security Question by choosing "**Personal Information**" from the menu across the top and clicking on the second menu option "**Change Security Question**".

Direct Access: <https://SOLAR.jwcc.edu>

Notes

Viewing Your Balance Information

The Information Technology Help Desk is located on the Quincy Campus on the lower level of the Learning Center. Room B024



Semester Hours:
Mon-Th: 8am-7pm
Fri: 8am to 5 pm
Summer Hours:
Mon-Fri: 7:30am-4pm
Voice: 217-641-4325
E-mail: helpdesk@jwcc.edu

For Your Protection

No user account information will be given out over the phone or through e-mail. You must come to the Help Desk with a photo ID in order for us to assist you concerning your SOLAR or email account.

JWCC Computer Logon

To logon to any JWCC computer, use the prefix of your email address as your username, and your email password.
(ex. If your email address is jad100a@jwcc.edu, your username would be jad100a)

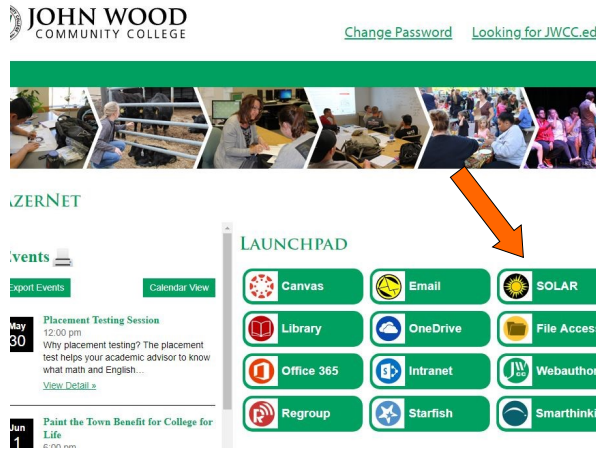
Rules / Guidelines for Computer Usage

If you are using computers anywhere on the JWCC campus to play games that involve the exchange of money, it is illegal.
You could lose your computer use privileges if you are gambling, visiting pornographic sites, or downloading copyrighted material. Computer preference is given to students who need a computer to complete coursework. Game playing, surfing and all other non-coursework activities are considered secondary uses of computer resources. You may be asked by staff to give preference to students working on course assignments.

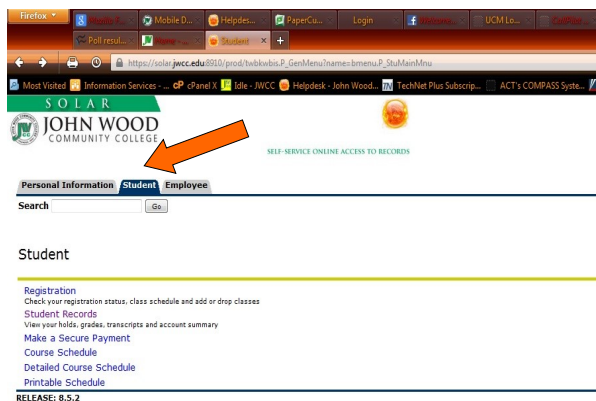
How to view your account information from SOLAR

Getting Started

Step 1: Log into the SOLAR System



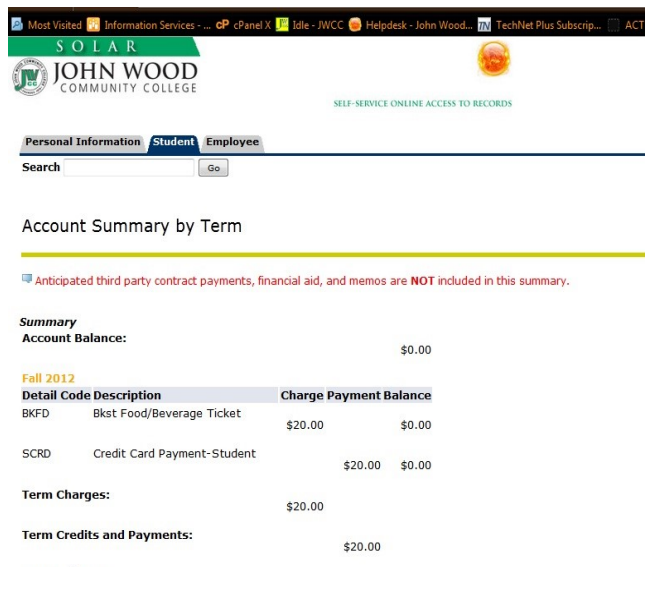
Step 2: Select Student from the Main



Step 3: Choose Student Records.



Step 4: Select Account Summary by term.



It will then show you your current account balance by term.

How to view your tax info from SOLAR

Follow steps one and two.

Step 3: Choose Select Tax Year.



PRECAUTIONS TO USE AROUND JWCC COMPUTERS

Use capped drinks or drinks with lids. No food around the equipment. Cell phones should be set to low or off. If you receive a phone call, we request that you leave the room to talk on the phone.

Revised 10/18