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## Troubleshooting Tips

# New Self-Service

### ① Clear your browser history/cache.



We highly recommend that you use Google Chrome. In Google Chrome, reset your browser by clearing your browser history and cache for all time. Click [here](#) for instructions on clearing your browser history/cache.

After clearing your cache, close your browser, and reopen it to start fresh. Navigate to [selfservice.lsua.edu](https://selfservice.lsua.edu).



If you do not have Google Chrome, you can download it at <https://www.google.com/chrome/>

### ② Try an Incognito browser.

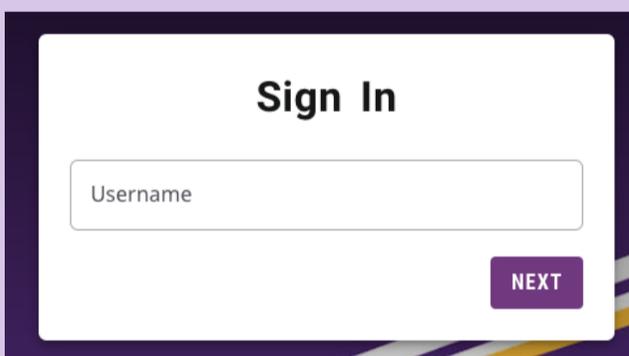
Incognito mode or private browsing automatically deletes browser data. To open an Incognito browser in Google Chrome, use the menu bar, select FILE > New Incognito Window.

Or, use the keyboard shortcut: **CTRL + Shift + n** on Windows or **⌘ + Shift + n** on Mac.

Then, navigate to [selfservice.lsua.edu](https://selfservice.lsua.edu).



### ③ Use your LSUA username and not your full LSUA email address.



Make sure you are using your LSUA username and not your full LSUA email address. Your username is the first part of your LSUA email. Ex. **username**@lsua.edu.

### ④ Navigate directly to Self-Service instead of using myLSUA.

Instead of logging in to myLSUA and clicking the Self-Service option, skip myLSUA and go directly to [selfservice.lsua.edu](https://selfservice.lsua.edu).



*If you are still having issues, submit a Help Desk ticket to [iethelp@lsua.edu](mailto:iethelp@lsua.edu).*