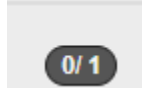


HOW TO COMPLETE ACTION ITEMS

Once the person has accessed LoLA ask them to check and complete Action Items Prior to doing anything else:

- **Computer Directions:**

- Locate the Block title "**Self Service Banner**" (This is on the HOME Tab)
- Select **Personal Information**
- Select **Action Item**
- The Action Item(s) will be listed on the left side of the page.
- Next to the Action Item Name on the right side they will see ___ of ___. Example,

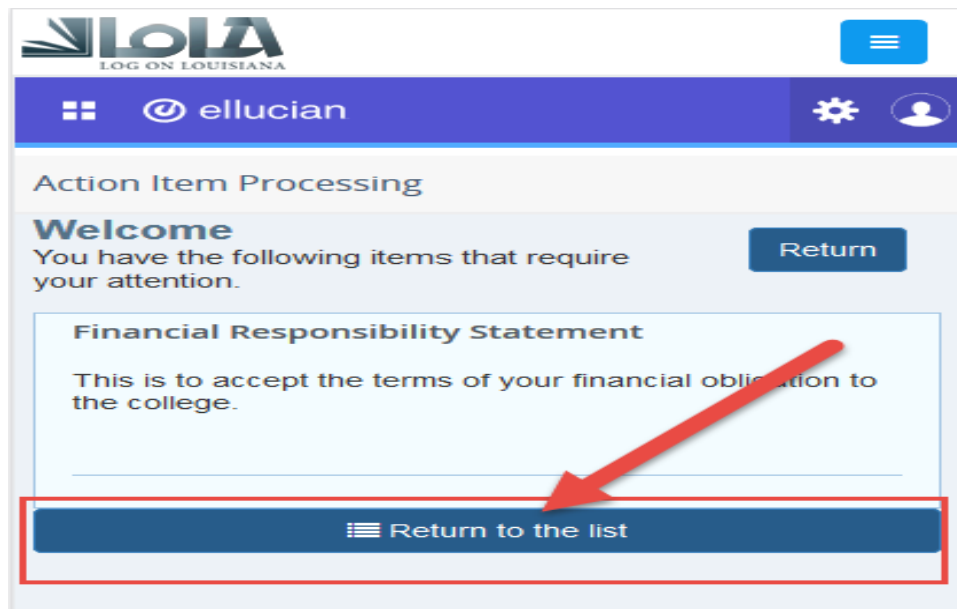


needs to be completed within that section. MAKE SURE THEY LOOK FOR ALL ___ of ___ and complete any Action Items that is outstanding.

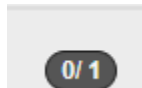
- To complete the Action Item do the following:
- Select the arrow next to the number (0/1)
 - Left Click **below** "Pending" label
 - The Action Item Message will appear on the right side of the screen
 - Read the message and acknowledge/save OR answer the question(s) and select submit responses.
 - Once you complete the Action Item(s) select **Student** (upper left hand corner). This will bring you to the Student Menu.

- **Phone Directions:**

- Locate the Block title "**Self Service Banner**" (This is on the HOME Tab)
- Select **Personal Information**
- Select **Action Item**
 - Select **Return to the list**



- Next to the Action Item Name on the right side they will see ___ of ___. Example,




. If you see 0/1 or 2/3, etc. that indicates they have an action item that needs to be completed within that section/folder. MAKE SURE THEY LOOK FOR ALL ___ of ___ and complete any Action Items that is outstanding.

- To complete the Action Item do the following:
- Select the arrow above the number ____ of ____



- - Left Click **below** "Pending" label
 - The Action Item Message will appear
 - Read the message and acknowledge/save OR answer the question(s) and select submit responses.
 - To check to see if you have another Action Items select "Return to the list" (bottom of screen)

- Once you complete the Action Item(s) select **MENU**  (upper right hand corner); then select **STUDENT** from the menu that appears

