mySierra log in FAQ’s

- What Browser do I need for mySierra?
- I have never logged into mySierra before. How do I get a user name and password?
- I can log in, but when I select a link like Add/Drop Classes, Pay Fees, View My Class Schedule, etc., I get a prompt to enter my LDAP user ID and PIN number. What is my LDAP user ID and pin number?
- When I try to log in, I get an error message that my account is disabled, locked, or expired. What do I do?
- I submitted an application to Sierra College. How long will it take for me to receive my username and password?
- I submitted a Sierra College application and I received confirmation that it had been processed. It’s been a week and I still haven’t received my username and password. What do I do?
- I just received my username and password, but when I try to log in, it says username/password pair not found. What am I doing wrong?
- I know that my user name and password are correct, but I still get an error message when I try to log on. What could be the cause of a failed login?
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Q. What browser do I need for mySierra?

A. Some browsers are not capable of displaying all of the content within mySierra. You may find menu options missing or cut off, your personal account information may not display properly, or it may not display at all. These are all indications of an incompatible browser. If you encounter any of these issues, log out of mySierra and log back in using a different browser.

Most browsers work with mySierra, but each browser has different versions they may perform differently with mySierra. Usually, it’s difficult to tell when a browser version isn’t compatible with mySierra, but it usually manifests with menu options
missing or buttons that don’t respond when clicked. For a Windows PC, Internet Explorer and Firefox usually work. For a Mac, Safari and Firefox usually work. Chrome (PC & Mac) may work. Google Chrome frame add-ons for Internet Explorer create errors. Related Problem

**Q. I have never logged into mySierra before. How do I get a user name and password?**

A. The first step for getting your user name and password is to know what ‘Type’ of user you are. The following chart outlines the definition of the various types and how each receives access to mySierra.

<table>
<thead>
<tr>
<th>Are you a?</th>
<th>Definition</th>
<th>Application for CCCApply</th>
<th>To access mySierra</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continuing Student</td>
<td>Any student who enrolled in a Sierra College credit class last semester and received a grade (A, B, C, D, F, I, or W). Excluding summer session.</td>
<td>Not required</td>
<td>Use your current username and password to access mySierra. If you have forgotten your username or password, go to the Sierra College Self-Service Password Management page.</td>
</tr>
<tr>
<td>Returning Student</td>
<td>Any student who has skipped a semester or more or who did not receive a grade A, B, C, D, F, I, or W for the last semester. Summer session is excluded.</td>
<td>Required</td>
<td>Complete the Application for Admission at CCCApply. You will receive an e-mail confirmation that your application has been processed. To log into mySierra, use the same username and password that you used previously. If you have forgotten your username or password, go to the Sierra College Self-Service Password.</td>
</tr>
<tr>
<td>Role</td>
<td>Description</td>
<td>Requirement</td>
<td>Action</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>New Student</td>
<td>Any student who has never enrolled in credit classes at Sierra College.</td>
<td>Required</td>
<td>Complete the Application for Admission at CCCApply. Once processed, you will receive your student ID number, username, and password in separate emails.</td>
</tr>
<tr>
<td>Employee</td>
<td>This applies to faculty, staff, and temps who are working for Sierra College. Student employees: please refer to the student section for instruction.</td>
<td>Not required</td>
<td>Faculty, staff, and temps receive their mySierra username and password from HR upon hire.</td>
</tr>
<tr>
<td>High School Student</td>
<td>Any student who is attending high school and attending Sierra College credited classes at the same time. You are an Academic Enrichment student.</td>
<td>Required each semester until done with high school</td>
<td>On the Sierra website, select the tab called &quot;Admissions&quot; and then select the link for &quot;High School Students.&quot; Read the instructions and complete the Application for Admission at CCCApply. You will need to fill out a CCCApply application each semester you attend Sierra College while still attending high school. Once your application is processed, you will receive your student ID number, username, and password in separate emails.</td>
</tr>
<tr>
<td>Adult Education Student (OLLI)</td>
<td>Any student registered in OLLI classes (Osher Life Long Learning Institute not-for-credit, personal enrichment classes).</td>
<td>Required each semester</td>
<td>Complete the Application for Admission at CCCApply. Once processed, you will receive your student ID number, username, and password in separate e-mails. If you have forgotten your username or password, go to the <a href="#">Sierra College Self-Service Password Management page</a>.</td>
</tr>
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</tbody>
</table>

Q. I can log in, but when I select a link like Add/Drop Classes, Pay Fees, View My Class Schedule, etc., I get a prompt to enter my LDAP user ID and PIN number. What is my LDAP user ID and pin number?

A. Once you have successfully logged into mySierra with your username and password, if you encounter a prompt to enter an LDAP User ID and PIN number when attempting to access any of the mySierra links, then please enter your mySierra username in the LDAP user ID field and enter your mySierra password in the LDAP PIN number field. This should allow you access to the links. If you continue to encounter the User ID and PIN prompt, fill out the mySierra Help Form.

**How to Clear the Browser Cache:**
• Internet Explorer: From the menu select Tools > Internet Options. The first tab is called General and has a Browsing history section. Click on the Delete >Delete All and then Yes when asked to confirm.
• Firefox: From the menu select Tools > Options > Privacy > Private Data > Clear now
• Safari: From the menu select Safari > Empty Cache.

Q. When I try to log in, I get an error message that my account is disabled, locked, or expired. What do I do?
A. Students and Employees should reset their password at the Sierra College Self-service Password Management page.

Q. I submitted an application to Sierra College. How long will it take for me to receive my username and password?
A. About 3 business days (excluding holidays and weekends).

Q. I submitted a Sierra College application and I received confirmation that it had been processed. It’s been a week and I still haven’t received my username and password. What do I do?
A. Students should check their Junk Mail folder for a “Welcome to Sierra College” email. If you cannot find the email, contact Admissions and Records.

Q. I just received my username and password, but when I try to log in, it says username/password pair not found. What am I doing wrong?
A. Passwords expire. The password is also case sensitive and contains lowercase letters, uppercase letters, and numbers. You must enter the password exactly how it is typed in the email you received. If you still have trouble, students and employees should reset their password at the Sierra College Self-service Password Management page. Employees can also contact the Sierra College Help Desk.

Q. I know that my user name and password are correct, but I still get an error message when I try to log on. What could be the cause of a failed log in?
A. A failed log in may be caused by incorrect typing (caps lock on, wrong keystroke), incorrect user name and/or password, change of roles at Sierra (from employee to student or vice versa). Your computer may be set to remember your old password. Clearing the cache or browser history may help. If all else fails, students should reset their password at the Sierra College Self-service Password Management page. Employees can also contact the Sierra College Help Desk for assistance.

Q. I’ve logged on before, but I can’t log on now.
A. Students and employees should reset their password at the Sierra College Self-service Password Management page. You must know your username and student ID number in order to reset your password. Employees can also contact the Sierra College Help Desk for assistance.

Q. I don’t know my 9-digit Student ID Number, how do I get it?
A. Students would contact The Hub Student Support Center at (916) 660-7300 to find out how to recover their Student ID Number.

Q. I don’t know my 9-digit Banner/Employee ID Number, how do I get it?
A. Employees, who can log into mySierra, can click on the Employee Tab to view their paystub. At the top of the paystub, the 9-digit Banner/Employee ID Number is displayed. Employees who cannot log into mySierra can contact the Human Resources Department to recover their Banner/Employee ID Number.

Q. I’m no longer a student at Sierra College, but I need a copy of my grades. How do I get a copy?
A. Go to www.sierracollege.edu and click on the Admissions tab and then click on the Transcripts link.

Q. How do I reset my own password?
A. Students and employees who don’t know their password would select the link called “Reset my Password” from the Sierra College Self-service Password Management page. Employees who do not know their username would contact the Help Desk.

Q. I have issues other than my mySierra password, where can I get help?
A. If, for example, the student sees incorrect fee information listed in their Financial Aid Tab, the student would contact the Financial Aid Office. If, for example, the student has trouble with adding or dropping classes, they would contact the Admissions and Records Office. For mySierra technical issues, the student would complete a mysierra Account Help Form. Employees would contact the Sierra College Help Desk.

Q. What is the mySierra portal?
A. mySierra is a single log in portal that gives users access to secured information on the Sierra College intranet, online college services such as course registration or class schedules, email, calendars, and groups. mySierra is a communication tool that allows users in the Sierra College community to receive and send customized information according to their role, i.e. student, faculty, employee, student employee, temporary employee. Content relevant to the user’s specific role (student, faculty, etc.) can be customized.

Q. Who can use mySierra?
A. This is an intranet and is only available to the mySierra community. The system is available to all current students, student employees, faculty and all employees.

Q. How do I access the mySierra portal?

A. It can be accessed both on and off-campus from any computer with a current web browser and internet connection. URL: [https://mysierra.sierracollege.edu/](https://mysierra.sierracollege.edu/) Enter your mySierra username and password to access the portal. A link to mySierra is also available from the Sierra College website [www.sierracollege.edu](http://www.sierracollege.edu)

Q. Do I need to log out?

A. Yes, you should always log out for security reasons so others don’t have access to your personal information. The system will automatically time you out after 30 minutes of inactivity for employees and 15 minutes of inactivity for students.

Q. Why do I sometimes get bumped out of mySierra?

A. There is a 30 minute timeout for employees and a 15 minute timeout for students for security. It takes effect if you are idle for 15 or 30 minutes and will automatically log you out of the system. As long as you click on something within 15 or 30 minutes, you won’t get logged out.

Q. Can I use a pop-up blocker?

A. Pop-up blockers can cause problems with mySierra. If you use a pop-up blocker, you will need to disable it to enter your password the first time, or if you reset your password. If your browser will not let you enter the mySierra site at all because it has a pop-up blocker, go to the browser preferences and make [https://mysierra.sierracollege.edu/](https://mysierra.sierracollege.edu/) an allowed site.