

For those students with an existing LiveText account from a previous institution:

Active accounts can be moved to Loyola University Chicago's LiveText domain. If you have already picked up your LiveText certificate and the \$125 LiveText fee has been posted to your Loyola account, you will need to contact Dr. Janet Pierce-Ritter, Associate Dean for Student Academic Services, to arrange a refund.

Please note that if your current LiveText account expires, you will be responsible for renewing your account.

Fortunately, you can update your existing LiveText account and access your Loyola courses, along with your past courses/documents will be retained. Here are the steps to merge the two accounts:

1. Log on with your current username and password (from your past institution).
2. On the right side of the screen, under Customer Service, click on support@livetext.com.
3. Fill out the information needed, but be sure to use the email address, username and password, and name of institution from your past institution. NOTE: This applies even if the previous email address is no longer active.
4. In the space provided, let the Support representatives know that you would like to "move your account to the Loyola University Chicago domain." This process can only be handled by LiveText, not Loyola. NOTE: Be sure to spell your name the same way it appears in LOCUS. If not, your account will NOT merge with Loyola courses.