

Frequently Asked Questions

Where do I access the StarRez Portal?

You can access the StarRez Portal through the Residential Life page on the Lindenwood website.

<https://lindenwood.starrezhousing.com/StarRezPortal/Default.aspx?Params=L9ezxPcQnQuRGKTzF%2b4sxeNblvAA%2b26c>

If I renew my room, can I later choose to sign up for a new one?

Yes. Renewing your room ensures your bed in that room, but does not prevent you from signing up for a new room during your designated time frame.

Can I request an incoming student to be my roommate?

Incoming freshman students are not eligible to live outside of the designated freshman residence halls. Incoming transfer students are eligible to live in upperclassmen halls if you wish to request them as a roommate.

If I want a single room, do I have to fill out the Roommate Request page on the StarRez Portal?

No, that section is optional. You do not need to fill it out in order to renew your current room or choose a new room.

How will my roommate be determined if I do not fill out the Roommate Request page of the StarRez Portal?

If there is an open spot in your room or house, you are subject to having a roommate even if you do not request a roommate. Potential roommates may be assigned using the profile matching tools in the system.

I log in to the StarRez Portal and it says I have a hold on my account, but my Student Portal says I do not. What do I do?

Verify that you do not have a hold on your student account and email reslife@lindenwood.edu to check on why the hold is showing up. The most common one is a business hold.

I renewed my room for the year, but I will only be here for one semester.

Room assignments are made for the academic year, but if you graduate or leave the university at end up of the first semester, our office will be notified and your assignment will be removed.

The automatically imported information about me (address, phone number, etc) is incorrect. What do I do?

Log in to your Student Portal and click on “Edit Profile” under your name in the upper left side of the screen. Edit your information and click on “Update”. After allowing 24 hours for the information to be updated in StarRez, check and see if the information is correct. If it is still incorrect, email reslife@lindenwood.edu.

The room I want is not listed on the Room Preferences page. What do I do?

This page is to simply choose a preference if you want the system to auto-assign you to a room. You will be able to browse all vacant rooms available on your sign-up day.

How do I know what options there are in non-traditional houses?

Descriptions of Linden Terrace can be found using this link:

<http://www.lindenwood.edu/student-life/housing-dining/residential-life/residence-halls/linden-terrace/>

If I know someone who is graduating or not continuing to live on campus next term, can they “pass down” their house to me?

Students that are leaving campus housing cannot dictate who will occupy their former housing assignment. If a house will be vacant, it is then available to sign up on a first come, first serve basis once housing sign-ups begin. You can try to sign up for it, but we cannot guarantee that it has not been taken by another resident.