

# Student Login Troubleshooting

## WebAdvisor

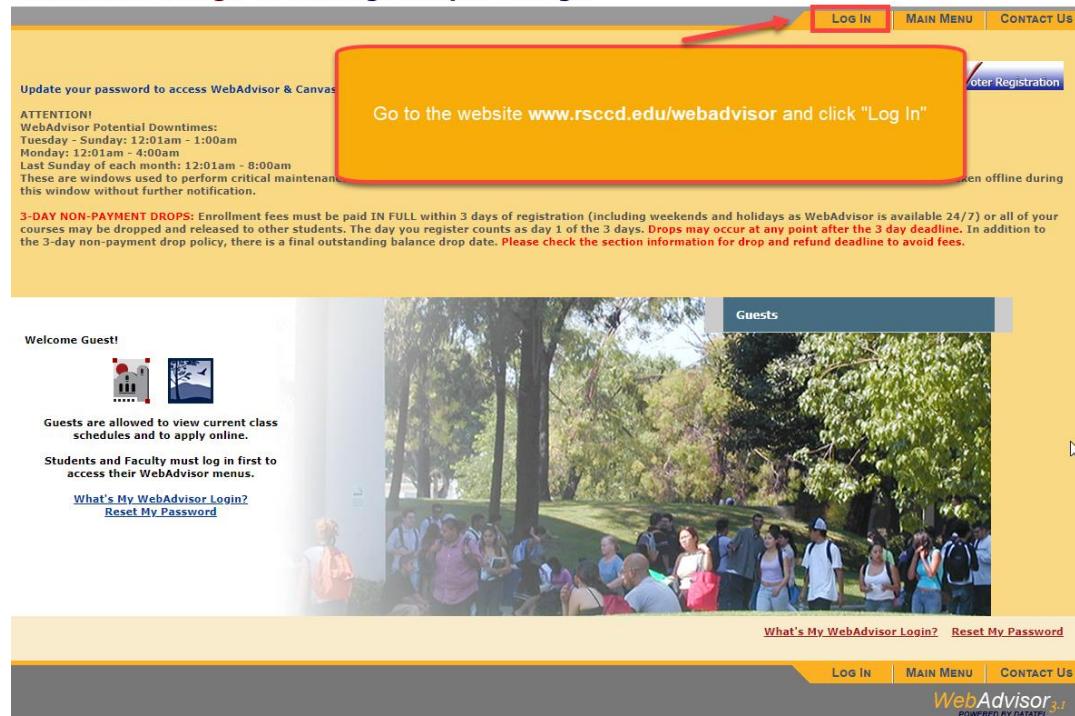
- 1. Website**
  - a. [www.rsccd.edu/webadvisor](http://www.rsccd.edu/webadvisor)
- 2. Username**
  - a. WebAdvisor username format is typically 2 letters (your initials) and 5 numbers.  
(Example: ag12345)
  - b. NOTE: This is different than your Student ID, which is a 7 digit number.
- 3. Temporary Default Password**
  - a. By default, temporary password is set to the date of birth in the following format: **MmmDDYYYY** (where Mmm is the first 3 letters of the birth month, with a capital first letter; DD is the 2 digit birth day; and YYYY is the 4 digit birth year).  
(Example: if they were born on December 25 1999, the format would be Dec251999).
- 4. Automated Email**
  - a. If a student does not provide a valid email address during registration, then they will not be able to receive the automated email from ITS that gives them their username and password. In this scenario, student needs to contact Admissions and Records office to have this corrected, or have the email resent.
- 5. First Time Login**
  - a. Students need to go to <http://www.rsccd.edu/webadvisor> and login with their username and the date of birth password above. They will then be prompted to create a new password at the “Student Change Password” screen.
  - b. When prompted to create a new password
    - i. The “WebAdvisor Login” is the username
    - ii. The “Current Password” is the date of birth password
    - iii. The “New Password” and “Confirm New Password” need to meet requirements.
- 6. New Password Requirements**
  - a. At least 9 characters long
  - b. Must start with a letter
  - c. Can’t reuse previous passwords
  - d. Can’t contain more than 3 characters from your Login ID
  - e. Must contain at least three of the following four categories:
    - i. Upper case letters (A-Z)
    - ii. Lower case letters (a-z)
    - iii. Numbers (0-9)
    - iv. Special characters: Only these are allowed (\* & ^ % \$ # @ ! ?)
    - v. The new password cannot contain your personal information (such as first name, last name, date of birth, etc)
- 7. After creating a new password – the new password will apply to all student resources including Canvas login, Student Email login, etc.**
- 8. If password is not working or needs to be reset:**
  - a. Go to [www.rsccd.edu/password](http://www.rsccd.edu/password)
  - b. Use “Change Password” page if current password is known, and a new one is needed/
  - c. Use the “Reset Password” page if current password is unknown and needs to be reset to the date of birth format.

## Screenshots of “Student Change Password” WebAdvisor screen:

### Step 1

1. Go to the website [www.rsccd.edu/webadvisor](http://www.rsccd.edu/webadvisor) and click “Log In”.

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### Step 2

On the “Student Change Password” screen, create a new password.

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The screenshot shows the "Student Change Password" screen. A red box highlights the "Student Change Password" button. A yellow box contains the text "On the \"Student Change Password\" screen, create a new password." Below this, there is a note about a temporary password and security requirements. A red box highlights the "Password Requirements" section, which lists criteria for a new password. A yellow box at the bottom right contains instructions for filling out the password fields: "WebAdvisor Login" is the username, "Current Password" is the date of birth password, and "New Password" and "Confirm New Password" need to meet the password requirements listed. The form includes fields for "WebAdvisor Login\*", "Current Password\*", "New Password\*", "Confirm New Password\*", and "Hint", with a "SUBMIT" button at the bottom.

### Step 3

After successful password creation, you will be taken to a new page where you can see the “**Students**” menu in WebAdvisor.

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CHANGE PASSWORD | LOG OUT | MAIN MENU | CONTACT US

Update your password to access WebAdvisor & Canvas with the same password.

ATTENTION! WebAdvisor Potential Downtimes:  
Tuesday - Friday: 12:00am - 1:00am  
Monday: 12:01am - 4:00am  
Last Sunday of each month: 12:01am - 8:00am  
These are windows used to perform critical maintenance to the system. This window without performing critical maintenance to the system.

3-DAY NON-PAYMENT DROPS: Enrollment fees must be paid IN FULL within three days of initial registration or your classes may be dropped and released to other students. The day you register is the first day of the 3-day non-payment drop policy; there is a final outstanding balance due date of the last day of the semester.

Welcome [Redacted] Guests Students

Guests are allowed to view current class schedules and to apply online. Students and Faculty must log in first to access their WebAdvisor menus.

What's My WebAdvisor Login? Reset My Password

After successful password creation, you will be taken to a new page where you can see the "Students" menu in WebAdvisor.

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WebAdvisor 3.1 POWERED BY DATATECH

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CHANGE PASSWORD | LOG OUT | MAIN MENU | STUDENTS MENU | CONTACT US

CURRENT STUDENTS - WEBADVISOR FOR STUDENTS MENU

Welcome [Redacted]

The following links may display confidential information.  
Enrollment fees must be PAID IN FULL within three days of your initial registration or your classes may be dropped and released to other students.

Registration Notes:  
• IMPORTANT: There is a final drop for nonpayment on the Saturday before the semester starts.  
• Any courses registered or active at this time become the student's responsibility to drop if not attending.

District Safety Report

Students Menu

Office 365 canvas

User Account

- What's My Student ID Num / Staff ID Number?
- What's My WebAdvisor Login?
- What's My Password?
- Change Password
- Change Contact Information
- Check My Email
- Check Student Email
- Emergency Information
- Purchase Parking Permits

Financial Information

- Pay on My Account
- Purchase Parking Permits
- Contract E&O/CES Parking Registration Statement
- 1098-T Electronic Consent
- View My 1098-T Forms
- 1098-T FAQs

Financial Aid

- Step One: My Financial Aid
- Step Two: Choose your disbursement option (BankMobile)

Request Transcripts

- Santa Ana College Student Transcripts
- Santiago Canyon College Student Transcripts

Apply

- Apply to Santa Ana College (SAC)
- Apply to Santiago Canyon College (SCC)
- Apply to Continuing Education

Registration

- Community Programs and Services
- New Student Orientation - Early Welcome (SCC)
- New Student Orientation (SAC)
- Noncredit Orientation (SAC)
- Noncredit Online Student Orientation (OEC)
- View Online Registration Date
- Search for Sections
- Register for Classes
- Register and Drop Classes
- Manage My Waitlist
- Student Add Code Registration Help Manual
- Add Code Registration
- Canvas Access
- Student Planning

Academic Profile

- Grades
- My Class Schedule
- My Gradebook
- Student Gradebook
- View My Holds
- Academic Success / Probation Workshop (SAC)
- Academic Success / Probation Workshop (SCC)
- Unofficial Transcript
- Course Recommendation
- Purchase Parking Permits
- Santa Ana College My Print Center

eForms (Staff Only)

- Absence eForm Link
- Blank Absence eForm Link (Timekeepers Use Only)
- Status Change eForm Link (Timekeepers Use Only)
- TimeCard, overtime and/or Comptime eForm Link
- Blank Timecard eForm Link (Timekeepers Use Only)
- Budget Change eForm Link
- Webflow (Timekeepers/Approvers Use Only)

CHANGE PASSWORD | LOG OUT | MAIN MENU | STUDENTS MENU | CONTACT US

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## Student Email

- 1. Website**
  1. Students can login to email at [www.office.com](http://www.office.com)
  2. Students can also login to WebAdvisor > Students Menu > User Account > "Check My Email"
- 2. Student email address format**
  1. Student email address format is typically [XXX@student.sac.edu](mailto:XXX@student.sac.edu) or [XXX@student.sccollege.edu](mailto:XXX@student.sccollege.edu), where "XXX" is the WebAdvisor username.
- 3. Username and password**
  1. Username when logging into student email would be the student email address format (see above), and same password as WebAdvisor.
- 4. Accessibility**
  1. The student email address does not become accessible until after the first-class session of the students' enrolled semester. Please have students try logging into <http://www.office.com> after the first class session the semester.
- 5. RSCCD Student Email and Office365 Instructions:**
  1. <https://rsccd.edu/Departments/Information-Technology-Services/Documents/End%20User%20Training/RSCCD%20Student%20Email%20Instructions.pdf>
    1. See this guide for screenshots and instructions on how to use Student Email and the Office365 student resources.

## Canvas Access

- 1. Website**
  - a. SAC Canvas landing page is [www.sac.edu/canvas](http://www.sac.edu/canvas)
  - b. SCC Canvas landing page is [www.sccollege.edu/canvas](http://www.sccollege.edu/canvas)
  - c. Direct access to Canvas login page is <https://rsccd.instructure.com>
- 2. Username and password**
  - a. Canvas uses the same username and password as WebAdvisor.
- 3. Accessibility**
  - a. Canvas Access does not become accessible until after the first class session of the students' enrolled semester. Please have students try logging into Canvas after the first class of the semester.
  - b. First time students may need to sign up for an OpenCCC account before signing into Canvas. Please visit the SAC Canvas landing page or SCC Canvas landing page for further instructions.
- 4. Canvas Resources and Help:**
  - a. The Distance Education department is available to help students with issues related to distance learning, including Canvas.
    - i. Distance Education @ Santa Ana College:  
<https://www.sac.edu/AcademicAffairs/DistanceEd/Pages/default.aspx>
    - ii. Distance Education @ Santiago Canyon College:  
<https://sccollege.edu/DistanceEducation/Pages/default.aspx>