

# Student Login Troubleshooting

## WebAdvisor

1. **Website**
  - a. [www.rscdd.edu/webadvisor](http://www.rscdd.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.rscdd.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.rscdd.edu/password](http://www.rscdd.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.rscdd.edu/webadvisor](http://www.rscdd.edu/webadvisor) and click "Log In".

#### Santa Ana College & Santiago Canyon College

The screenshot shows the top navigation bar with "LOG IN", "MAIN MENU", and "CONTACT US" buttons. A red arrow points to the "LOG IN" button. A large yellow callout box with a red border contains the text: "Go to the website [www.rscdd.edu/webadvisor](http://www.rscdd.edu/webadvisor) and click 'Log In'". Below the navigation bar, there is a "Guest Registration" button and a "Welcome Guest!" section with icons for a building and a person. A large photograph of a group of students walking on a campus path is visible. At the bottom right, the "WebAdvisor 3.1" logo is present.

### Step 2

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

#### Santa Ana College & Santiago Canyon College

The screenshot shows the "Student Change Password" screen. A red box highlights the "Student Change Password" title, with a callout box stating: "On the 'Student Change Password' screen, create a new password." Below the title, a message reads: "Your password has expired. Please choose a new password." A "Note" explains the temporary password format. A "Password Requirements" callout box points to a list of criteria: 1. At least nine (9) characters in length (letters, numbers, or special characters); 2. Start with a letter; 3. Contain at least three of the following four categories: a. Upper case letters (A-Z), b. Lower case letters (a-z), c. Numbers (0-9), d. Special characters: Only the following are allowed (\* & ^ % \$ # @ ! ?). Below the requirements, there are instructions about password similarity and an example of a strong password. A "Students" section provides links for guides and videos. At the bottom, a form with a "SUBMIT" button contains fields for "WebAdvisor Login\*", "Current Password\*", "New Password\*", and "Confirm New Password\*", along with a "Hint" field. A callout box explains: "WebAdvisor Login" is the username; "Current Password" is the date of birth password; "New Password" and "Confirm New Password" need to meet the password requirements listed.

## Step 3

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

**Santa Ana College & Santiago Canyon College**

CHANGE PASSWORD | LOG OUT | MAIN MENU | CONTACT US

Update your password to access WebAdvisor & Canvas with the same sign-in information.

**ATTENTION!**  
WebAdvisor Potential Downtimes:  
Tuesday - Sunday: 12:01am - 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. We will post this window without further notification.

**3-DAY NON-PAYMENT DROPS:** Enrollment fees must be paid IN FULL with the first class. If you do not pay your enrollment fees, your classes may be dropped and released to other students. The day you register for a class, you are subject to the 3-day non-payment drop policy, there is a final outstanding balance due.

Welcome [User Name]

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](#)

What's My WebAdvisor Login? Reset My Password

CHANGE PASSWORD | LOG OUT | MAIN MENU | CONTACT US

WebAdvisor 3.7  
POWERED BY CAWTEL

**Santa Ana College & Santiago Canyon College**

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

CURRENT STUDENTS - WEBADVISOR FOR STUDENTS MENU

Welcome [User Name]

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 students responsibility to drop if not attending.

[District Safety Report](#)

Current parking permits are required.  
There is no grace period and parking is required.

**Students Menu**

**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
- Continuing Ed OEC/CEC 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)
- New Student Orientation (SCC)
- 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 profile
- Student Gradebook
- View My Holds
- Academic Success / Probation Workshop (SAC)
- Academic Success / Probation Workshop (SCC)
- Unofficial Transcript
- Course Recommendations
- 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
- WebNow (Timekeepers/Approvers Use Only)

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

WebAdvisor 3.7  
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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>