

## **What is Web Advisor?**

WebAdvisor is a web interface that allows you to access information contained in the student database used by Lenoir Community College. Curriculum students will be able to view their unofficial transcript, view their grades and grade point average by term, check their admission status and demographic information, and search for sections. In the future, students will be able to register and pay for seated and online classes from home.

## **Is WebAdvisor secure?**

Yes. WebAdvisor is secured using 128-bit encryption, the same encryption used by services such as online banking and shopping. What this means is that all data between your computer and the WebAdvisor computer is encrypted, or encoded, while it is being communicated. You can tell this by the SSL Certificate icon in the lower right-hand corner of your web browser.

## **Does WebAdvisor leave a "cookie" on my computer?**

WebAdvisor puts a session cookie on your computer when you log into the system. The cookie is erased when you close your browser.

## **Which browsers can I use with WebAdvisor?**

WebAdvisor will operate effectively with current versions of Microsoft Internet Explorer or Firefox browsers on the PC using Windows XP or greater.

On Macintoshes using OSX or greater, WebAdvisor will operate effectively with current versions of Safari and Firefox browsers.

AOL and other portal browsers aren't compatible with WebAdvisor and may cause errors to occur.

## **I've forgotten my password, and the Password Hint isn't helping me remember-- how can I reset my password?**

To Reset Your WebAdvisor Password:

1. Go to the WebAdvisor Main Menu.
2. Click on the orange Prospective Students menu icon.
3. Click on the "What's my Password?" link.
4. Click on the "I don't remember, reset my password" link
5. Enter your last name (not user name), and then **either** your social security number **or** your Colleague ID number.

6. After you click the SUBMIT button you will be shown a list of available e-mail addresses that your temporary password can be sent to. Choose one.
7. After you click the SUBMIT button you will be sent a temporary, one-time use password through e-mail. This takes between 1-2 minutes.
8. After you receive your temporary password, click “Log In” at the top or bottom of the WebAdvisor menu page.
9. Enter your user name (all lower case) and the password you just received via e-mail.
10. You will immediately be told that your password has expired—this is by design so that you set your own password. Enter the requested information. Remember, when it asks for your ‘Old Password’ you need to enter whatever password you used to get to this screen (in this case the temporary password sent to you via e-mail).
11. Choose a new WebAdvisor password. All WebAdvisor passwords must be between 6 and 9 characters in length and must contain both letters and numbers.
12. We also strongly urge all users to enter a password hint in case he or she forgets his or her password later.
13. Click the SUBMIT button and you will be logged in with your new password. If you’re not taken immediately to the Main WebAdvisor Menu then click the “Main Menu” link at the top of the page.
14. From the Main Menu you may click any of the colored icons that you see and use the menu items found there.

### **How do I request Help?**

You may e-mail [contactlcc@lenoircc.edu](mailto:contactlcc@lenoircc.edu) for assistance. Please include your full name, date of birth, and a description of the problem you’re having. Also, if you would be descriptive in the subject line it would help--for example, instead of just putting “WebAdvisor Problem” instead put “WebAdvisor - Need User ID and Password Set Up” or “WebAdvisor - Account Locked Out.” This will hopefully assist us in replying in a faster manner.

### **What information is available through WebAdvisor?**

For Credit Students:

- Search for classes
- Individual class schedules
- Grades
- Grade Point Averages
- Unofficial Transcripts
- Student financial aid summaries
- Admission Status

**How current is the information on WebAdvisor?**

The information on WebAdvisor is the most current data available, since WebAdvisor is interacting directly with the College's administrative information system. Data is available immediately as it is entered or updated.

**Can anyone else view my information on WebAdvisor?**

Without your User Name and Password, no one can view your information. You should protect your information by selecting the "Log Out" option when you are finished using WebAdvisor.

**Can I let my parents, spouse, or a colleague view my records on WebAdvisor?**

Sharing your WebAdvisor User Name and Password with your parents, spouse or colleague is left to your discretion. Any person who has your User Name and Password will be able to view all of your information that is available on WebAdvisor. Please note that Lenoir Community College will not give out your User Name and/or Password.

**When will grades be available in WebAdvisor?**

Grades will be available online immediately after the instructor has submitted your final grade and it has been verified by the Registrar's Office. During exam period, grades are verified several times throughout the day.