#### **IMPORTANT**

- By law, student information must be kept confidential. Go to http://wwwfac.worcester.edu/it/policies/pdf/ferpa1.pdf
   to review WSU policies regarding FERPA guidelines.
- 2. Users will be logged out of WebAdvisor after 30 minutes of inactivity. Have all materials ready prior to logging into the system.

## **Troubleshooting**

If you have difficulty accessing WebAdvisor:

- 1. Check the clock settings on your PC. The time, date, time zone, and AM/PM settings must be accurate or you will be unable to log into the system.
- 2. Your PC must be set to accept cookies.
- 3. WebAdvisor is case sensitive. Make certain to use lowercase letters when entering your username and enter your password exactly as enter it when logging into the Community System.

#### **Common Errors and Resolutions:**

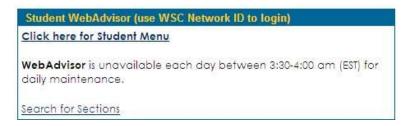
- 1. For a message stating to see the department secretary, the student is not eligible to use WebAdvisor for registration or add or drop, you need to see the secretary of the department of your major. Alternately, the Registrar's Office may be able to assist you.
- 2. For a message stating that the student is on hiatus or academic probation, contact the Registrar's Office. Only the Registrar's Office can clear this hold on your account.
- 3. For a message stating that the student owes money, contact the Bursar's Office. Only the Bursar's Office can clear this hold on your account.
- 4. For any other non-technical errors, contact the Registrar's Office. Inform the Registrar of the exact error message. Should the Registrar's Office be unable to clear the issue, they will direct you who to contact for further assistance.

WebAdvisor gives students the ability to register for classes online, obtain academic information, (class schedules, grades, transcripts, grade point average by term), and information regarding their WSU financial profile.

 To access Grades, a Class Schedule, or additional WSU information such as a degree audit report, choose WebAdvisor Log In from the WebAdvisor Welcome screen. Then, enter your Worcester State University Username and Password.

#### **Accessing WebAdvisor**

- 1. Open Internet Explorer and enter <a href="https://community.worcester.edu">https://community.worcester.edu</a> in the URL Address.
- 2. Under Login Here, enter your WSU Username and Password and click the Login button.
- 3. When the security alert displays, click Yes or press <Enter>.
- 4. Scroll down the Student Central screen (tab) to locate the WebAdvisor module.



5. Click the Click here for Student Menu link.

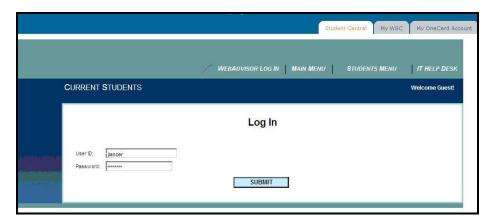
The WebAdvisor Welcome screen displays.



## Log In to WebAdvisor

1. Click the **WebAdvisor Log In** tab.

The WebAdvisor Login screen displays.



2. In the User ID field, enter your WSU Username.

WebAdvisor is case sensitive. When logging into WebAdvisor, please use ALL lowercase letters for your username.

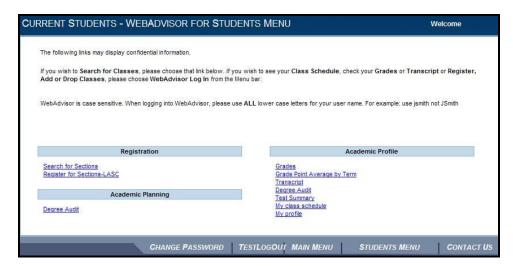
3. In the Password field, enter your **WSU Password**.

Type your WSU password exactly as you enter it when logging into the Community System.

- 4. Click Submit.
- 5. On the Welcome screen, click the Students button.

The Current Student – WebAdvisor for Students Menu displays.

Menu selections may change over time to reflect current WebAdvisor offerings.



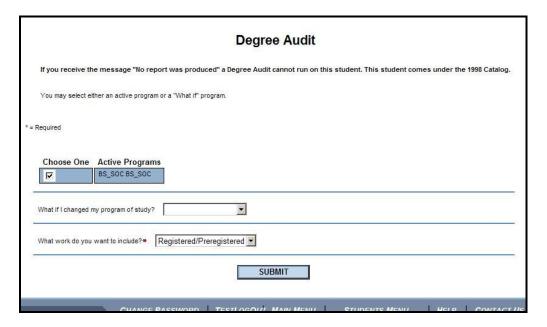
Matriculated students, their advisors, or faculty in the department in which the student has declared a major or minor, can run degree audit reports to evaluate the student's progress toward completetion of academic requirements in their chosen minor, major, or one of the fields of study listed on the "What if I Changed My Program of Study" drop-down menu.

#### **Run a Degree Audit Report**

 Under Academic Profile on the WebAdvisor Students Menu screen, click the link titled Degree Audit.

The Degree Audit screen displays.

Matriculated students and students with declared minors or majors can run degree audit reports.



#### 2. Do Either of the following:

A. Click the checkbox beside the Active program on which you want to run the degree audit report.

Or...

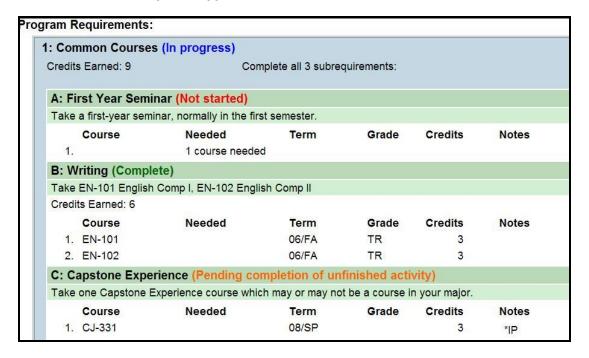
- B. Select a program from the "What if I changed my program of study?" drop-down menu.
- C. Then, click Submit.

A degree audit report based on the selected criteria runs.

## Run a Degree Audit Report

The completed Degree Audit report is color coded.

Courses in Progress appear in Blue, Courses Not Started appear in Red. Courses Pending Completion of Unfinished Activity appear in Gold. Courses that are Completed appear in Green.



3. After reviewing the degree audit report, click **OK**.

You will be returned to the Current Students – WebAdvisor for Students menu screen.

4. If you do not wish to perform any other tasks in WebAdvisor, click the WEBADVISOR LOGOUT tab.

A prompt will ask if you want to log out of WebAdvisor.

5. Click **OK** to log out and **Close Your Browser**.

If you are not using Internet Explorer, please make certain to close your browser window.