

Self-Service at Bladen Community College

Getting Started with Self-Service



What is Self-Service?

Self-Service is our new student planning web application from Ellucian, the company behind Colleague, that allows students to plan out the courses in their academic programs, register for classes, and pay for classes all in one system.

What computer hardware and software do I need in order to use Self-Service?

To access Self-Service, you need:

- a computer (PC or Mac) with high-speed Internet access
- a current web browser: Self-Service currently runs on IE, Chrome, Firefox (preferred), and Safari
- JavaScript and cookies enabled

How do I log in to Self-Service?

Getting to Self-Service is easy. You must login to WebAdvisor first. Once you are logged into WebAdvisor you will click on the Student planning link located in the Student section area.

- Go to the WebAdvisor log in page at <http://webadvisor.bladencc.edu/WebAdvisor/WebAdvisor>
- Enter the same user name and password you use with everything else to sign in
 - Your user name is the same user name you use with everything else
 - *First initial + Middle initial + Last name + first four digits of your birthdate (zeros included) Example: jmdoe0123*
 - If your last name is long, your last name will contain only the first 14 characters including Hyphens. Hyphens are the only special character used
 - **Note:** If you can't remember your password, you can follow the steps below to reset it.

What if I forget my password?

If you forget your password, you must go to the WebAdvisor sign-in page at <http://webadvisor.bladencc.edu/WebAdvisor/WebAdvisor> you will see a link for Password reset.

IMPORTANT: Changing your WebAdvisor password automatically changes your Self-Service, Office 365 account and Moodle account (if applicable) passwords, too.

What do I do after logging in?

After you log in, you will be able to use the Self-Service tabs to help advise your students. See the other Self-Service guide documents for more information.

Where do I go for help?

- Visit Bladen Community College's GetConnected! Web page at <http://www.bladencc.edu/bcc-connect/>
- Contact the Bladen Community College HelpDesk during normal business hours:
 - Email: bcchelpdesk@bladencc.edu
 - Phone: 910-879-5522