

# Student Help Desk FAQ's

## Canvas Log In

Use [WebAdvisor](#) User ID and Password to log into Canvas. If you receive a log in error, log into WebAdvisor. If you are able to log into Web Advisor, try resetting your password. Wait 15 minutes then try logging into Canvas again with the new password. If you are not able to log into Web Advisor, use the "What is my User ID?" and/or "What is My Password?" follow Reset Password (WebAdvisor) down below.

*Note: Three (3) unsuccessful log in attempts will lock your account for 15 minutes. Accounts will automatically unlock 15 minutes after the last log in attempt. Do not attempt a log in on any College application (e.g. Web Advisor, Canvas, etc.) during the 15 minutes or the account will not unlock.*

## Reset Password (WebAdvisor)

To reset your password on [WebAdvisor](#) you will:

1. Select "Login"
2. Select "[What's My WebAdvisor Login or Reset My Password](#)"
3. You will enter your last name (if you are registered in school with two last names, use both)
4. Input Social Security **OR** Student ID
5. Select "Retrieve User Name" (this will be your username (ex. **ab12345**))
6. After, you will select "**Reset Your Password**"

**Note:** after selecting "**reset password**" you will be given a **TEMPORARY PASSWORD** (ex. **Feb191997**)

7. Log in to WebAdvisor and create your new password

Note: Your new password must contain a capital letter, lower case letter, and a number. NO special characters are allowed (\$, %, @, etc.) and you cannot add your name, last name or birthday. Remember, password **MUST** contain 8 characters.

## **Student Email**

In order to gain access to your student email, you must:

1. Log in to [office.com](https://office.com).
2. Use the SAC or SCC student email address as the User ID (e.g. jg12345@student.sac.edu or jg12345@student.sccollege.edu)
3. The default password for email is your date of birth in the **Mmddyyyy** format with the first letter of the month capitalized (e.g. if your birthday is November 15, 2015 the default password would be Nov152015) or current WebAdvisor password.

## **Microsoft 365 Download**

To have access to Microsoft 365 you must:

1. Log into “microsoftonline.com”
2. Log in with your student email (ex. jg12345@student.sac.edu or jg12345@student.sccollege.edu)
3. The default password for email is your date of birth in the **Mmddyyyy** format with the first letter of the month capitalized (e.g. if your birthday is November 15, 2015 the default password would be Nov152015) or current WebAdvisor password.
4. To download the office suite at no charge, click the “Install Now” button on the home page
5. You may unselect the “Make Bing your search engine” and the “Make MSN your browser homepage” button
6. Once Office has been loaded, click the “Learn how to set up Email and Office 365 apps on your device” to learn how to set up your apps and Email.

You may also visit the Student Help Desk for self-help located in the Academic Computing Center (A-106) and the Library.

## **OpenCCC**

**Applying:** This is a step by step on how to create an OpenCCC Account you can [click here](#) to have access to further instructions.

**Error Message:** If you are receiving an “error” message when trying to complete the process for creating an account with OpenCCC please follow the following step:

- Instead of entering your Social Security Number, you should check the box that states “Check this box if you do not have a Social Security Number or Taxpayer Identification Number, or decline to provide one at this time.” Then select “Continue.”

## **Digital Dons Laptop Loan**

Information will be provided in this [link](#).