PVC-SERVICES

STUDENT

USER GUIDE

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Welcome to PVC Services (WebAdvisor) for Students!

PVC Services is an online tool that allows students to access their information via the internet. It is based on a product called WebAdvisor from a company named Datatel. Using PVC Services, students can do many tasks from ANY computer that has internet access, including:

- Search for course sections
- Register for classes
- Drop/add classes
- Pay for classes
- View student profile information
- Access your grades
- Request transcripts / print unofficial transcripts
- Access your financial information
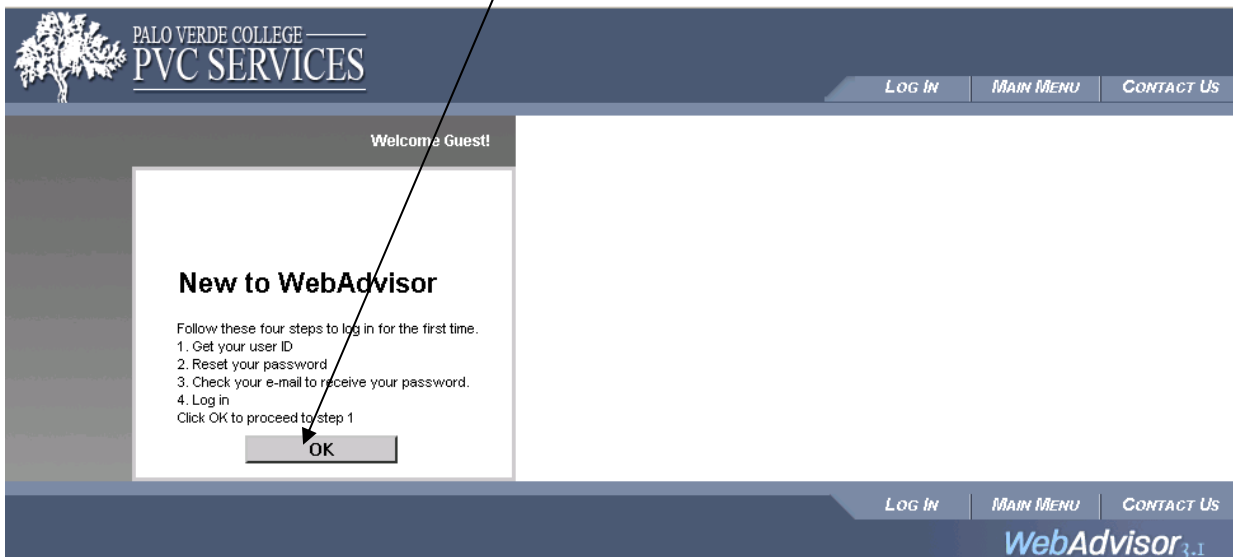- Update your address
- … and more

Getting Started

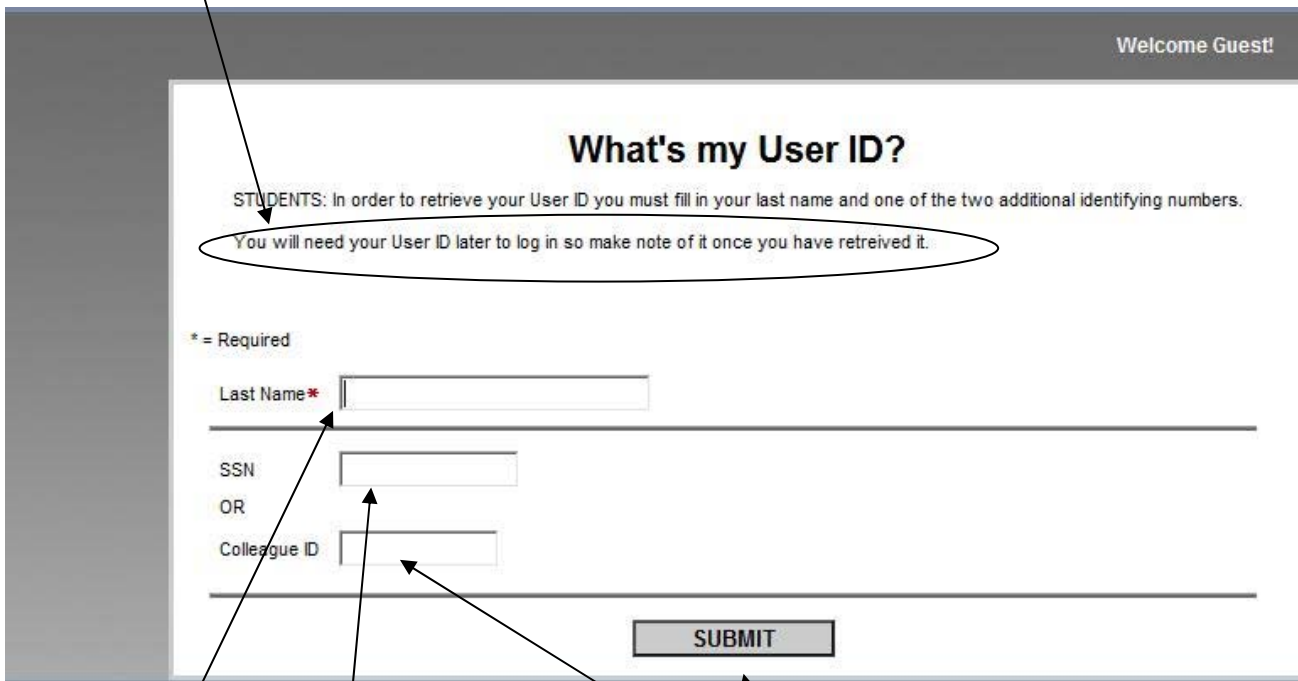From the PVC home page, click on the **PVC Services** link located on the top ribbon.

If this is your first time logging in, you need to click on **I'M NEW TO WEBADVISOR** at the bottom of the screen.

Follow the instructions on the screen and click **OK** at the bottom of the screen.

NOTE: THIS IS IMPORTANT !

Enter your **Last Name** and **Social Security Number** or **Colleague (Student) ID**. .

Be sure to read messages on the page, then, when done, click SUBMIT

It is possible that the system may locate your information, but not be able to log you in because your application has not been completely processed. If this is the case you will see the following message:
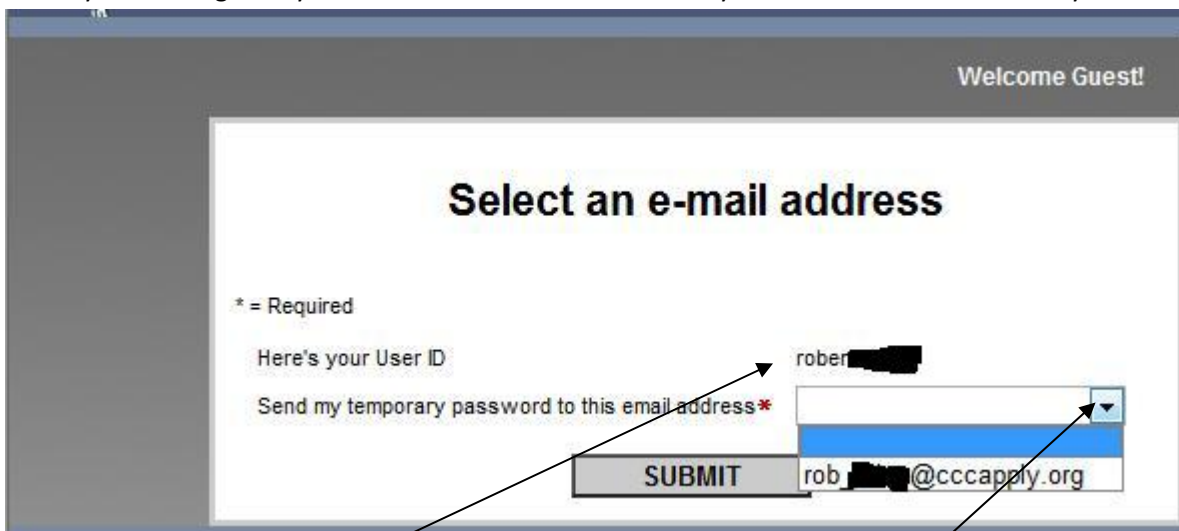
You are not signed up for WebAdvisor. Contact your system administrator.

If the system could not find your information based on the combination of your last name and the SSN or Colleague ID you entered, you will see the following. Please verify the information, re-enter it, then click SUBMIT again.

With the information you provided we could not uniquely identify you. Please check the data you entered.

If you continue to see this message, or if you got the 'not signed up' message, you must contact PVC Services for assistance. . The PVC-Services Help Desk phone line is available from 8:30am until 4:30pm, Monday through Friday, at (760) 921-5355 and select the Registration option. You may also email us at: pvc-services@paloverde.edu.

If the system recognizes you as a student based on the data you entered on the What's My User ID page, it will display…

Be sure to note your User ID as it will be required later for login.

Click on the dropdown arrow to show the email address you have on file, then select it and submit.

If you have more than one email on file it will display all emails and you can choose which one you wish to use to receive your temporary password. NOTE: You MUST have an email address on file in order to sign up for PVC Services.

When you submit your email address you will be taken to the Check Email page.
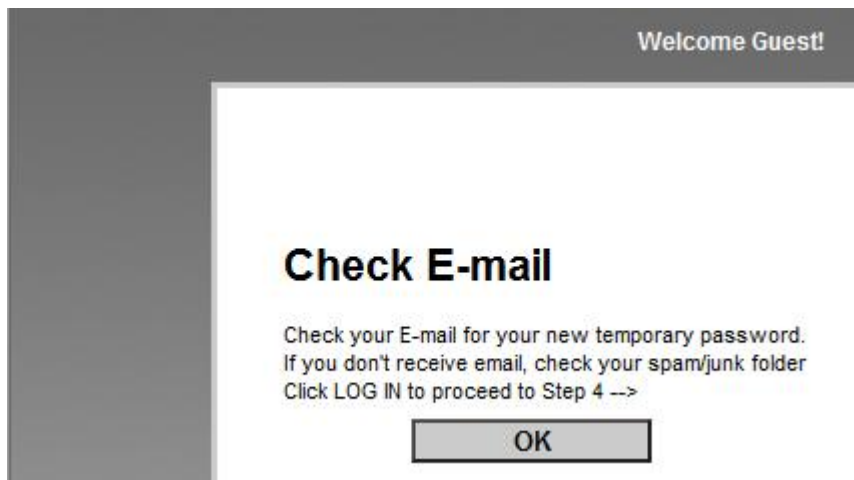
You will receive an email from PVC Services with your temporary password. The subject will be "**PVC Services response**". It will be sent from donotreply@paloverde.edu As the name implies, you should not attempt to reply to this email as it is not monitored.
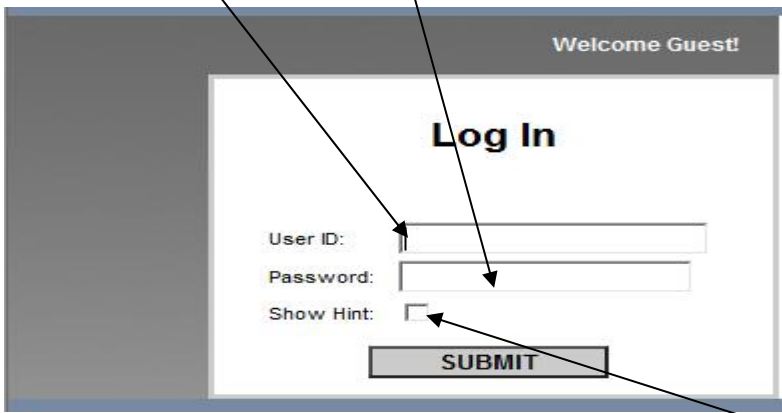
Once you have received your username and password, then you need log in to PVC-Services(see next page)

Loggin In

Click the **LOG IN** Tab
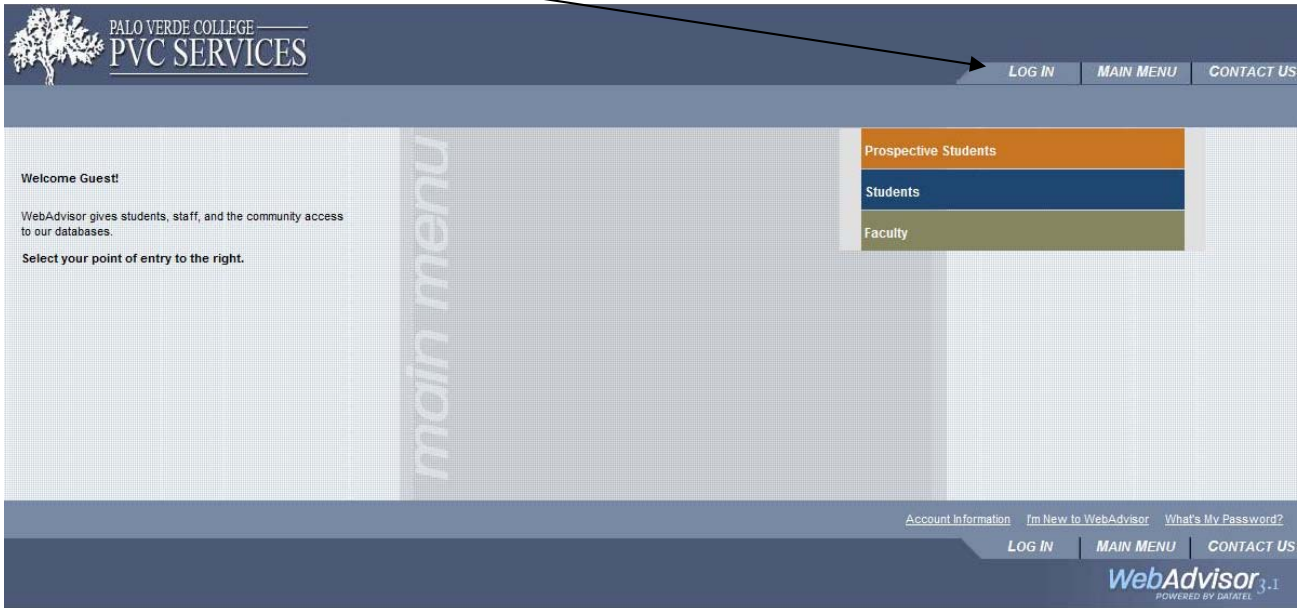
Enter your **User ID and Password**.

If you entered a Hint when you originally changed your password you can display it by clicking here. If this is the first time you have logged into the system, you will be prompted to enter an new password and will have an opportunity to enter a Hint at that time.

If this is the first time you are logging into the system, or if you have requested a password change, you will see the following:

Change Password

Your password has expired. Please choose a new password.

Your new password must be 6 to 9 characters in length and include both letters and numbers.

* = Required

User ID:*	robert▮▮▮▮
Old Password:*	●●●●●●●●●
New Password:*	●●●●●●●●●
Confirm Password:*	●●●●●●●●●
My password hint:	latest hobby + IQ

SUBMIT

You must enter the temporary password you were issued in your email as the Old Password. You should chose a new password that is at least six characters long and has a combination of letters and number (no special characters).This is also the place where you can enter a password hint. For security reasons you should not enter your password as the hint.

Main Menu

Once you are logged in, select **<u>Students</u>** from the main menu.

You will now see the options that are available to you as a logged in Student.

Registering for Classes

Search/Register for Sections.

This is different from the **Search for Sections** link. The functionality of both are the same in terms of searching, however this option goes one step further and allows you to register for those sections you select. If you are only wanting to see what sections are available but aren't ready to register, use the **Search for Sections** link.)

Search/Register for Sections (continued)

First you must select a Term. Click the down arrow on the Term field to get a 'drop down' list of terms.

Next, click on the Subjects drop down arrow to see a list of course subjects to select from.

A list of all possible subjects to choose from will display.

Click on the subject of your choice.

You can choose multiple subjects as well as course numbers to narrow your search.

Once you have filled out the courses you want to register for, click submit.

Section Selection Results

A list of all course sections that met your selection will display.

Click on the box of the course section (s) that interest you. The program will move any checked sections to your Preferred Section work area (see next page). Note that there are real-time counts for section enrollments. These counts will include section capacity as well as available seats.

Register and Drop Sections

You will now be taken to the Register and Drop Sections page. The course section you chose on the previous page will be moved to your Preferred Section area.

Chose the action you want to perform. In this example you had already registered for one class and are reviewing the Preferred Sections you brought over from the previous page.

You should click Register in the dropdown box to actually register for the section in your Preferred Sections area. You could have multiple sections that you have brought over from the previous Selection Results. These are cumulative in that until perform one of the actions on the drop down box the course will be in your Preferred Sections. Think of the Preferred Sections as a work area where you can look at a number of sections that you are considering enrolling for. You may have brought over several sections for the same class that have different offering days/times, trying to see how the day and time fit with other sections you are considering or have already registered for. Once you register for the best fit, you can chose the RM – Remove from list for the other sections that you will not consider. Note: It doesn't hurt to leave those other course sections in the Preferred Sections area as it is only a work area. It just helps reduce the clutter should you be working on a number of other course section offerings.

Once you have chosen the appropriate actions, click Submit.

Registration Results

When you submit your registrations from the Register and Drop Sections page you will see the following Registration Results page. It shows the action you just performed…

It will also display the courses for which you are currently registered, including the recent addition.

In this example you are not waitlisted for anything (See Waitlisting section for more information on that function).

Dropping classes

How do I drop classes from my schedule?

. *Log in to PVC Services*
. *Go to Drop and Register for Sections*
. *Click the box for the section you wish to drop*

The results will display, indicating the drop just performed…

Possible Error Messages:

You will be alerted of the reasons for unsuccessful attempts to register on the Register and Drop Sections screen.

The most common reasons for unsuccessful registrations are listed below:

1. Pre-registration/Registration is not open or you may no longer perform that action through PVC Services.

2. You are on a registration hold. Registration holds include any of the following:

> Advising Hold
> Business Office Hold
> Enrollment Management Hold—you have not submitted all required documents to the institution
> > (transcripts, immunization records, test scores, etc.)
> Library Hold
> Suspension
> Disciplinary Hold

   To clear these holds, see the appropriate office or institutional personnel.

3. Your course selections conflict with one another.

4. You have not met the pre-requisite requirements for a course.

5. You have not included a required co-requisite course with a selected course.

6. A section you selected is closed.

7. A section you selected requires instructor approval.

Frequently Asked Questions:

- Can I add classes to my schedule after I register?

 Yes, you can add classes to your schedule through the late registration time period listed on the appropriate Academic Calendar.

- How do I add classes to my schedule?

 Follow the same procedure that you did to register for your current schedule.

. *Log in to PVC Services*
. *Go to Register for Sections*
. *Choose Search and Register*
. *Follow instructions for selecting courses and submit your registration.*

- Can I drop classes that I have registered for?

Yes, you can drop classes that you have pre-registered for through the late registration time period. Contact the Registrar's Office if you are withdrawing from PVC completely.

Waitlisting

In the event you attempt to register for a course section and it is full, you have the option to be put on a waitlist. Should a seat become available (either through someone dropping that section or due to the capacity being increased) you would be notified by email that the course is now available for registration. You will have 24 hours in which to add the class, after which time it will be made available to the next person on the waitlist. Waitlist order is first come – first served based on when you attempted to register for the class.

Here is how this works. In the example below, the student attempted to register for ACC-100-01 and the section was full. They received the following message…

In the drop down box above they would select WL Waitlist to add the course section to their waitlist. This will add them to the waitlist for that particular section. If no one is on that waitlist, they will have first priority should a seat become available. If other people are on the waitlist, they will be added in the order in which their registration activity occurred.

If you attempted to register for this section BEFORE you are notified that a seat is available, you would see a message …

You need permission to register before enrolling in ACC-100-01 Basic Acctg.

Should you wish to see what sections you have waitlisted, select the Manage My Waitlist option on the Students menu. The following will display…

You can now select one of the following options…

If you are no longer interested in this section, please select Remove so that others will receive their notification in a more timely fashion should the section become available. Remember, you should only select "Register" if you have received notification that the section is now available for registration or you will get an error message.

When a space becomes available in a section for which you have been waitlisted you will receive an email. In the following example, a student had put themselves on the waitlist for WEL-102-01. A seat became available so the student received the following notification by email …

```
From:        donotreply@paloverde.edu
To:          Rob Thies
Cc:
Subject:     Waitlisting Seat Availability

Dear Robert Thies,

You now have the opportunity to register for Bas Mig Welding.
Here is more information about the section:
Section: WEL-102-01
Term:  2010SP

To claim the seat, you must register for the section no later than 11:59pm on 01/05/10.

After 1 days, the seat that has been
reserved for you will be offered to another student.

You can register via WebAdvisor using Manage My Waitlist at:
https://pvc-services.paloverde.edu

If you need assistance, please contact the Registrar's Office at 760-921-5554.

Registrar
Palo Verde College
```

Once you have received this email you can select "Register" in the drop down box beside that course section in your Manage My Waitlist form. You would see the following results…

PALO VERDE COLLEGE
PVC SERVICES

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

CURRENT STUDENTS   Welcome Robert!

Registration Results

The following request(s) have been processed:

Term	Status	Pass/ Fail/ Audit	Section Name and Title	Location	Meeting Information	Faculty	Credits	CEUs
Spring Semester 2009-2010	Registered for this section		WEL-102-01 (881) Bas Mig Welding		01/12/2010-05/27/2010 Lecture And/Or Discussion Monday, Wednesday 07:19AM - 08:19AM, Technology Bldg, Room TB110 (more)...	J. Boire	3.00	

Here are all of the sections for which you are currently registered:

Term	Pass/ Fail/ Audit	Section Name and Title	Location	Meeting Information	Faculty	Credits	CEUs
Spring Semester 2009-2010		ACC-100-01 (1023) Basic Acctg		01/13/2010-05/26/2010 Lecture And/Or Discussion Monday, Wednesday 05:20PM - 07:10PM, John O. Crain College Services, Room CS234	M. Gaubeca	4.00	
Spring Semester 2009-2010		WEL-102-01 (881) Bas Mig Welding		01/12/2010-05/27/2010 Lecture And/Or Discussion Monday, Wednesday 07:19AM - 08:19AM, Technology Bldg, Room TB110 (more)...	J. Boire	3.00	

Here are all of the sections for which you are waitlisted (not registered):

Term	Status	Section Name and Title	Location	Meeting Information	Faculty	Credits	CEUs
		You are not currently waitlisted in any courses.					

OK

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

WebAdvisor 3.1

ACCOUNT SUMMARY / ACCOUNT SUMMARY BY TERM

Should you wish to check the status of your account you can select "Account Summary" in the Student Menu. You will see the following...

This is a summary of all payments due. Should you wish to see a breakdown by term, chose Account Summary by Term.

Remember, payment is due immediately upon registration.

MAKE A PAYMENT

Once you have completed your registration activity you are require to pay in full.   To make that payment online, select Make a Payment from the Student Menu. You will see…

Click on Pay on My account to see the following screen…

Enter the amount to be paid, the choose Payment Type from the drop down list and click SUBMIT.

This will take you to the next screen…

Some fields will automatically populate from your Palo Verde College record. Others you must enter yourself. Enter the appropriate information and submit. Your payment will be processed electronically. Make sure the information on the screen matches the information on file with your credit card company. Make any appropriate changes before submitting.

Once you click SUBMIT you will receive an acknowledgement screen.

You will also receive an email acknowledging the payment as well…

If you did not receive a confirmation email, be sure to check your "junk mail" folder to be sure it didn't get filtered there.

FINANCIAL AID

You can view your financial aid awards either by Year…

… or for a specific term within the year…

From the drop down box select the term you wish to view …

Notice the annual amounts are pro-rated per term…

PVC SERVICES
PALO VERDE COLLEGE

CURRENT STUDENTS   Welcome Robert!

Financial Aid by Term

Your Financial Aid Award Information For   Spring 2010

Source	Amount	Action
Foundation Scholarship	$50.00	Accepted
Other Scholarships	$500.00	Accepted

Total Estimated Funds Available
$550.00

OK

WebAdvisor₃.₁
POWERED BY DATATEL

Grades

Grade Point Average by Term

Transcript

You can request to view an 'unofficial' transcript record of all your work at Palo Verde.

CURRENT STUDENTS   Welcome Robert!

Transcript

Transcript Type   UG Undergraduate ▼

SUBMIT

The default "UG" Transcript Type is what you would normally choose. Once you click SUBMIT you will be presented with your coursework. If the Grade column is blank that indicates a course in progress.

CURRENT STUDENTS   Welcome Robert!

Transcript

0108067 Robert Thies
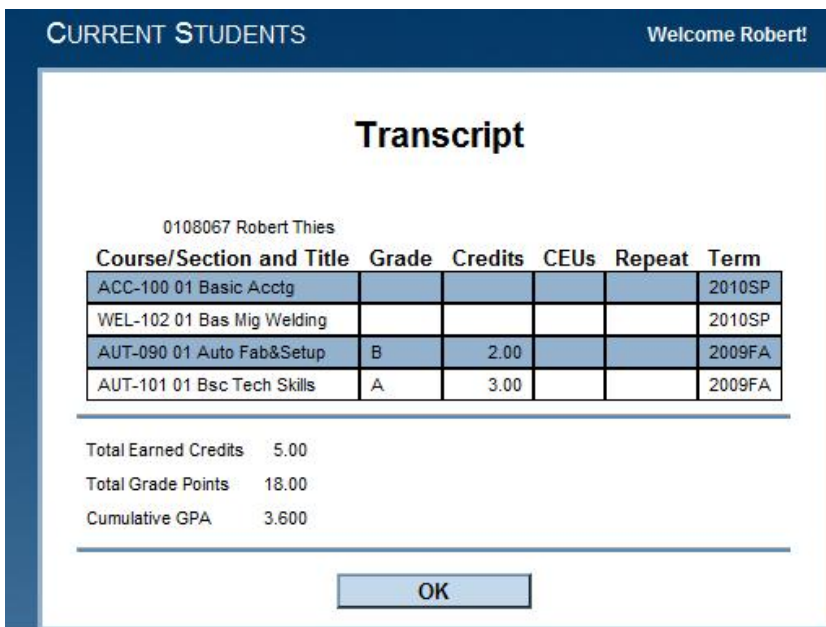
Course/Section and Title	Grade	Credits	CEUs	Repeat	Term
ACC-100 01 Basic Acctg					2010SP
WEL-102 01 Bas Mig Welding					2010SP
AUT-090 01 Auto Fab&Setup	B	2.00			2009FA
AUT-101 01 Bsc Tech Skills	A	3.00			2009FA

Total Earned Credits	5.00
Total Grade Points	18.00
Cumulative GPA	3.600

OK

Test Summary

CURRENT STUDENTS   Welcome Robert!

Test Summary

No Tests Available.

Admissions Tests	Date Taken	Score	Percentile	Status	Status Date

Placement Tests	Date Taken	Score	Percentile	Status	Status Date

Other Tests	Date Taken	Score	Percentile	Status	Status Date

[OK]

Transcript Request – coming soon

Enrollment verification – coming soon

My Class Schedule

My Profile – coming soon

Address Change – coming soon