Overview
For Students
Southeast Arkansas College
WebAdvisor Assistance

If the password for WebAdvisor has been forgotten or there are problems accessing WebAdvisor, please send an online WebAdvisor request to helpdesk@seark.edu or contact us at (870) 850-4900.

How to log in to WebAdvisor

1. Open your Web Browser, for example: “Mozilla Firefox” or “Internet Explorer.”
2. From the home page www.seark.edu, use the Quick Links in the top right and select “WebAdvisor.”
3. On the landing page, scroll down to the “WebAdvisor” link to go to the actual application. Click Log In top or bottom right to sign in.
4. The userID is unique to your account. This can be found by clicking on the Account Information link on the bottom right. If more assistance is needed, please call the Helpdesk at 850-4900.
5. Enter your 6 digit Date of Birth as a default password. Ex: mmddyy. If this does not work, please attempt a password recovery with the “What’s My Password?” on the main page, or call the Helpdesk at 850-4900.
6. Click on “SUBMIT.”
7. On the “Change Password” page, “Enter User ID” and default password (mmddyy). Then enter new password must be 6-9 characters in length with a combination of numbers (431) and letters (AbC). Then confirm the new password.
8. Passwords are case sensitive and must be entered exactly the same each time you log in, for example: “HAPPY2BME” is not the same as “happy2bme.”
9. Click on “SUBMIT” You are now logged in to WebAdvisor.

Please take the time to explore all the options within WebAdvisor.
**User Account Menu**

This menu is partially visible to the public; Address Change is visible to logged in users only.

<table>
<thead>
<tr>
<th>User Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>What's my User ID?</td>
</tr>
<tr>
<td>What's my password</td>
</tr>
<tr>
<td>Address Change</td>
</tr>
</tbody>
</table>

Users who are not logged in will see “What’s my User ID?” and “What’s my password”. Logged in users will be able to view and use the Address change option.

**Financial Information**

This menu is visible to logged in users only.

<table>
<thead>
<tr>
<th>Financial Information</th>
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</thead>
<tbody>
<tr>
<td>Account Summary</td>
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<tr>
<td>Account Summary by Term</td>
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<tr>
<td>1098 Electronic Consent</td>
</tr>
<tr>
<td>View My 1098-T Forms</td>
</tr>
<tr>
<td>Bank Information (U.S.)</td>
</tr>
<tr>
<td>Facts Payment Plan</td>
</tr>
<tr>
<td>Pay on My Payment Plan</td>
</tr>
<tr>
<td>Make a Payment</td>
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</tbody>
</table>

1. **ACCOUNT SUMMARY**: This menu provides balance and currently due information. Payments to include student payments, financial aid, payment plans, and sponsor payments will be visible on this page.

2. **ACCOUNT SUMMARY BY TERM**: this menu provides historical as well as current information broken down by term.

3. **1098 ELECTRONIC CONSENT**: 1098-T forms can be delivered electronically through WebAdvisor. Students can authorize electronic delivery of the Tuition Payments Statement through WebAdvisor. Students who authorize electronic delivery will not receive a paper copy; those who decline electronic delivery will receive a paper copy.

4. **VIEW MY 1098-T FORMS**: Electronically generated 1098-T forms will be visible under this link for the years that a user has authorized electronic delivery of the 1098-T form.

5. **FACTS PAYMENT PLAN**: FACTS Payment Plans are the institution’s payment plan provider. Payment plans are available at specific times throughout the school year; available payment plan dates are visible by
clicking this link. Clicking the appropriate semester will take the user to the FACTS Payment Plan website where a payment plan can be set up. PLEASE NOTE: Payment plans are NOT updated when classes are added and/or dropped.

6. **PAY ON MY PAYMENT PLAN:** Payments on established payment plans through the FACTS system can be made through this link.

7. **MAKE A PAYMENT:** Payments on accounts without payment plans can be made through this link. Payments are processed by PayPal. **Students with remaining balances are subject to being dropped for non-payment.** This link is not a payment plan and will not protect a student from being dropped unless the balance is paid in full prior to the drop dates. Please refer to the current Academic Calendar for drop dates.

For problems with the site, further information, or questions, please contact the payment plan provider at (800) 609-8056 or the Cashier's office at (870) 543-5953.

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Financial Aid

This menu is visible to logged in users only.

The Financial Aid menu includes:

- Financial aid status by year
- Financial aid status by term
- Financial aid award letter

1. **FINANCIAL AID STATUS BY YEAR:** Financial Aid Award history can be viewed by year under this link.

2. **FINANCIAL AID STATUS BY TERM:** Financial Aid awarded for the term only can be viewed under this link.

3. **FINANCIAL AID AWARD LETTER:** Financial Aid Award Letters can be viewed and/or printed from this link.

Please contact Financial Aid at (870) 543-5909 with any questions.
Communication

This menu is visible to logged in users only.

My Documents
E-mail My Advisor(s)

1. EMAIL MY ADVISOR(S): Students may send an email to the appropriate Advisor using this screen. It is recommended to add the student’s own email in the “Additional ‘Send To’ Email Addresses” to be certain the Advisor has received it as well as to provide a copy for the student. If the Advisor’s name is not known, please visit www.seark.edu and use the Find My Advisor tool on the WebAdvisor landing page.

Registration

Search for Sections is publically visible, all other links are visible to logged in users only.

Search for Sections
Register for Sections
Register and Drop Sections
Register and Pay for Continuing Education Classes

1. SEARCH FOR SECTIONS: Publically visible, this section will allow anyone to find classes that suit their needs and their schedule. PLEASE NOTE: The Term must be selected, as well as the subject and Course Number, to return a result of any kind.

2. REGISTER FOR SECTIONS: This section will allow students to register online for courses. Each option has a short explanation to assist in selecting the appropriate method to use. PLEASE NOTE: Reserving a class for later registration does not guarantee an available seat. Reservations can be cleared from the system; only registration along with payment or a payment plan (including financial aid) will guarantee a seat in a class.

3. REGISTER AND DROP SECTIONS: This section will allow students to Add or Remove classes as the schedule will allow. Please refer to the current Academic Calendar for allowed Add/Drop dates. NOTE: Students cannot drop all classes online; the last remaining class must be dropped in person. Visit the Registrar’s Office for more information.
Academic Planning

This section is visible to logged in users only.

<table>
<thead>
<tr>
<th>Academic Planning</th>
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</thead>
<tbody>
<tr>
<td>Program Evaluation</td>
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</table>

1. **PROGRAM EVALUATION**: This link will allow students to view their current program of study, completed courses, and courses required to complete the selected degree or certificate. It also allows a “What If?” scenario, allowing the student to view progress should the major or course of student change.

Academic Profile

This section is visible to logged in users only.

<table>
<thead>
<tr>
<th>Academic Profile</th>
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<tbody>
<tr>
<td>Grades</td>
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<tr>
<td>Grade Point Average by Term</td>
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<tr>
<td>Transcript</td>
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<tr>
<td>Program Evaluation</td>
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<tr>
<td>Test Summary</td>
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<tr>
<td>Transcript Request</td>
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<tr>
<td>Transcript Request Status</td>
</tr>
<tr>
<td>Enrollment verification request</td>
</tr>
<tr>
<td>Enrollment verification request status</td>
</tr>
<tr>
<td>My class schedule</td>
</tr>
<tr>
<td>My profile</td>
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</tbody>
</table>

1. **GRADES**: This link will allow students to view grades earned each semester. All grades are visible at the end of each semester; please refer to the current Academic Calendar for the dates the grades will be available each semester.

2. **GRADE POINT AVERAGE BY TERM**: This link will allow students to view their GPA based on a specific semester's work. Semester GPA scores are not overall Grade Point Averages and are indicators of that semester's work only.

3. **TRANSCRIPT**: By selecting UG (Undergraduate), students may print an unofficial transcript for program evaluation with an Advisor, pre-articulation discussions with other colleges, or for personal records. Unofficial Transcripts cannot be used to transfer to another college; Official Transcripts come from the Registrar's office and must be requested.
4. **TEST SUMMARY**: Test scores for COMPASS, ACT, and other placement scores offered to the College are visible under this link.

5. **TRANSCRIPT REQUEST**: Official Transcripts may be requested from the Registrar's Office using this link. There is no charge for a transcript request, and transcripts can be sent to an institution electronically if desired.

6. **TRANSCRIPT REQUEST STATUS**: Transcript fulfillment requests will be viewable under this link. Please contact the Registrar's Office with any issues related to Transcripts.

7. **ENROLLMENT VERIFICATION REQUEST**: Like the Transcript Request, proof of current enrollment may be sent through mail or electronically to the student or a party the student requests.

8. **ENROLLMENT VERIFICATION REQUEST STATUS**: Enrollment Verification requests will be viewable under this link. Please contact the Registrar's Office with any issues related to the Verification documents or request.

9. **MY CLASS SCHEDULE**: Upon registration students receive a class schedule. Duplicates may be printed from WebAdvisor using this link. Past class schedules may also be printed by selecting the Term desired.

10. **MY PROFILE**: Student Information is displayed in this section. Students should review this information occasional to ensure that contact information (such as mailing address, phone number, and emergency contact) are correct. Please contact the Registrar’s Office with any questions or to make changes.
**Email Access (Gmail)**

Students are issued email accounts through GMAIL, and the email is integrated with MOODLE to allow students to have everything needed in one place.

Effective 2013, students who were admitted as new students for Fall 2013 classes and beyond will use their seven digit student ID number (including leading zeroes) as their username for Moodle and email.

Example: 0012345@student.seark.edu

Students who were admitted prior to Fall 2013 will use their first initial, last name, last 3 of their student ID for their username for Moodle and Gmail;

Example: jsmith567@student.seark.edu

Not sure what yours might be? Contact us!

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**Technical Assistance**

*For additional assistance with any of these services, please feel free to contact us:*

**Technology Services**

**Southeast Arkansas College**

1900 Hazel Street

Pine Bluff, Arkansas 71603

(870) 850-4900

helpdesk@seark.edu