

## COLLEAGUE

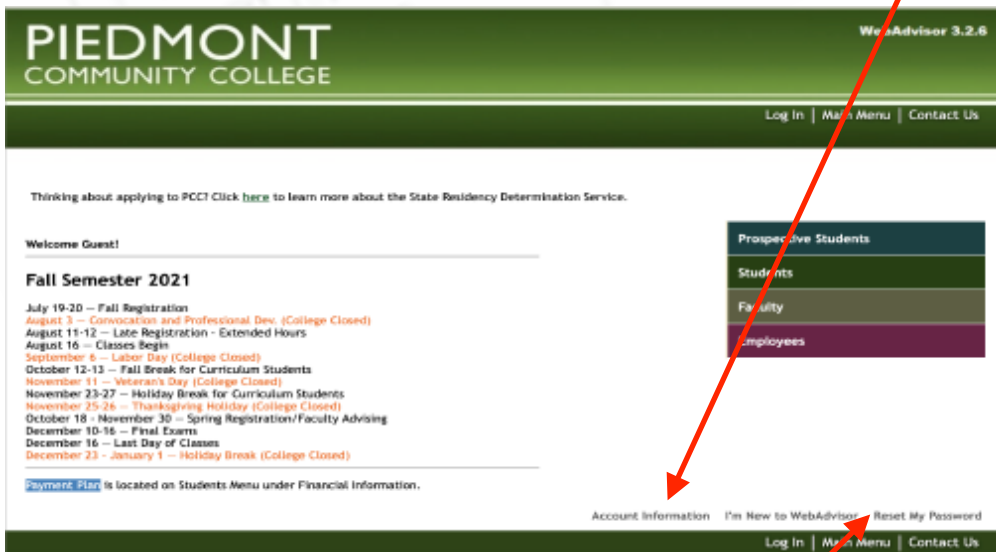
### SELF-SERVICE DON'T KNOW MY USERNAME & PASSWORD GUIDE

Colleague Self-Service is an interactive robust web application that enables users to interact with their individual information in the Colleague databases. Within the next couple years, WebAdvisor will be replaced by Colleague SelfService.

Ellucian is in the process of releasing more features quarterly. Eventually, all features available in WebAdvisor will also be available in Colleague Self-Service. Currently, this feature is only available in WebAdvisor.

Usually, username comprises of first letter of first name, middle initial, last name and the last two digits of your colleague ID number (ie: JTSmith32).

**Don't Know My Username or Login ID:** - Please access WebAdvisor at <https://webadvisor.piedmontcc.edu> then just click on the **“Account Information”** link.



**Don't Know My Password:** Please click on the **“Reset My Password”** link and follow the screens.



#### PASSWORD REQUIREMENTS

The new password **MUST MEET** the following requirements:

1. Must have at least 8 characters with upper and lower case letters.
2. Must have at least one number or more.
3. The password cannot be a previously used password or a common dictionary word.



#### HELP DESK PORTAL

Submit a ticket at: <https://ncccs.servicenow.com/piedmontcc>

#### PHONE

(336) 322-2300 - Give our Helpdesk a call.

#### EMAIL

support@piedmontcc.edu - Email the Helpdesk.

#### IN PERSON

Building G Room 204 - Visit the help desk.