

What does WebAdvisor allow you to do?

WebAdvisor is like an online student services office. It provides seven-day-a-week access to student information at any time except between 2 a.m. and 5 a.m. and times of system maintenance. It will offer information on such things as:

- searching for sections
- registering for sections
- dropping a section
- looking at your test summary for classes with participating instructors
- outlining financial aid information
- your class schedule
- checking grades

I want to find out about some courses. Can I find that on WebAdvisor?

Yes. WebAdvisor gives you several different details about Gateway courses, including:

- title
- description
- time and dates courses meet
- prerequisites
- class openings
- instructor
- cost

Which functions are available for non-students?

There is a prospective students page under PROSPECTS MENU which allows you to see details about the course. Including:

- title
- description
- time and dates courses meet
- prerequisites
- class openings

- instructor
- cost

How do I get a password?

You will receive a temporary password from Student Services.

How do I obtain a permanent password?

- For the first-time user, enter the temporary password you received from Student Services.
- You then use that, along with your student identification, and click “submit.”
- The screen will then change to a new page. Now enter your student ID and temporary password in the “old password” box.
- Make a new password of your choice in the “new password” box, type it again in “confirm password” box and click “submit.”
- After that, always enter the password you have created. Your password must be six to nine characters long and include at least one number and one letter and no symbols. Keep in mind it is case sensitive.

How do I find my password if I’ve forgotten it?

You have four options to obtain a password if you’ve forgotten yours.

- Request a password in-person at any of the Gateway Student Services offices, making sure to bring in photo identification. You will receive a temporary password. Return to the WebAdvisor LOGIN page and then use that password after entering your user identification.
- If you have a non-Gateway e-mail account on file with Student Services, submit your request on WebAdvisor through the “What’s My Password” link. If it matches the e-mail on file at Gateway, you’ll get an e-mail at that non-Gateway account with a temporary password. Return to the WebAdvisor LOGIN page and then use that password after entering your user identification.
- In WebAdvisor, fill in your student identification number, last name and birth date and a temporary password will be sent to your home address through the U.S. mail.
- Fill out your “security question” information – password – which will result in your temporary password being displayed immediately on the Web page.

How do I reset my password?

Click on the CHANGE PASSWORD tab at the top of the Web page.

Type in your student ID, current password and the new password, then submit. You will then be taken back to the WebAdvisor main page.