



## FREQUENTLY ASKED QUESTIONS

### *WebAdvisor – Employee Services - 2009*

1. What is WebAdvisor?
  2. How do I log into WebAdvisor?
  3. What is my User ID?
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  13. May I use the W2 for filing my taxes?
  14. Since this is on the Web is my personal data confidential or can anyone access it?
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#### 1. What is WebAdvisor?

WebAdvisor is an online web based information system. You may view your direct deposit Pay Advices, Position Summary, Leave Plan balances (as of prior month), Stipends, Total Compensation, and prior W-2's (since 2008).

#### 2. How do I log into WebAdvisor?

WebAdvisor is available via the District website at <http://www.sdccd.edu>. From the District home page, click on **Employee Resources** on the left hand side of the page. Next, click the **WebAdvisor** link located at the bottom of the Employee Resources page.

#### 3. What is my User ID?

Your User ID will be provided by e-mail from the District Systems Administrator. Your User ID is your Colleague Employee ID, with an **sd** in front of it. (ex sd0123456). Your Colleague Employee ID number is located on your Pay Advice. If you have a 0 before your Colleague Employee ID, you must include the 0 to log on. (ex sd0123456)

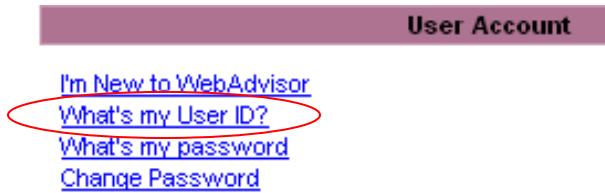
If you are unable to locate your Colleague Employee ID, follow the steps below:

- Navigate to the WebAdvisor home page (Step 2 above).
- Click on the “Employee Services – My Budget” tab.

FREQUENTLY ASKED QUESTIONS

3. What is my User ID? (Continued)

- Click on “What’s my User ID” under the User Account information.



- This takes you to the form below. Fill in Last Name (Required) and either SSN or Colleague ID and click submit.

**What's my User ID?**

In order to retrieve your User ID you must fill in your last name and one of the two additional identifying numbers.

\* = Required

Last Name\*

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SSN

OR

Colleague ID

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CLICK SUBMIT

- Next, verify your e-mail address. Click the drop down menu and select your e-mail address and then click submit.

**Select an e-mail address**

\* = Required

Send my temporary password to this email address\*

CLICK SUBMIT

CLICK DROPDOWN & SELECT E-MAIL

- Finally, you will receive an e-mail from datatel@sdccd.edu with a temporary log in and instructions.
- Or call the Help Desk at 619-388-7000.

4. What is my Password? Can I change my password?

**First Time User:**

Your password will be your **6 digit birth-date**, in **MMDDYY** format, **without dashes**. You will be asked to change your initial password, to a 6 to 9 numerical and character mix. Simply follow the on-screen instructions.



## FREQUENTLY ASKED QUESTIONS

4. What is my Password? Can I change my password? *(Continued)*

- Next, verify your e-mail address. Click the drop down menu and select your e-mail address and then click submit.

\* = Required

Send my temporary password to this email address\*

Select an e-mail address

CLICK DROPDOWN & SELECT E-MAIL

eblum@sdccd.edu

SUBMIT

CLICK SUBMIT

- Finally, you will receive an e-mail from datatel@sdccd.edu with a temporary log in and instructions.
- Or call the Help Desk at 619-388-7000.

## 5. Can I see the same information on my WebAdvisor Pay Advice, as appears on the paper version?

Yes – The same information is available through WebAdvisor through the following views:

- Pay Advice
- Position Summary (Range/Step)
- Stipends
- Leave Plan Balances (as of prior month)
- Total Compensation Statement

## 6. How do I print my Pay Advice?

Since you may now access your Pay Advice anytime, anywhere, you may not need a printed copy. If you do need to print, you can print a form by clicking the **Print** icon on the Toolbar of your browser. Alternately, you can click **File**, and then click **Print** in the drop-down menu. Then click **OK** or **Print** in the displayed Print dialog box.

## 7. What if I do not have access to a computer at work?

Your information is easily accessed by any computer that has a connection to the Internet, 24 hours a day. Just simply follow the log on instructions mentioned in step 2.

## 8. When will my current Pay Advice information be posted on the web?

Your pay information will be posted on-line on pay day. You can log on at 12:01 a.m. to view and print your Pay Advice for your records. Your Pay Advice history will remain on-line, so you may access it at anytime.

## FREQUENTLY ASKED QUESTIONS

9. What do I do if I have question about my Pay Advice or any other Human Resources provided information?

Call the District Payroll office at 619-388-6582.

10. How do I change my personal information?

This process remains the same. Contact the District Payroll Office at 619-388-6582 or access forms on-line at [www.sdccd.edu/hrpublic](http://www.sdccd.edu/hrpublic). Complete the appropriate forms and send to the District Payroll Office.

11. What do I do if I receive a message that says “Your account has been disabled”?

Call the Help Desk at 619-388-7000.

12. What browsers can I use with WebAdvisor?

For the best view and for proper maneuvering throughout WebAdvisor it is recommended to use Internet Explorer.

13. May I use the W2 for filing my taxes?

No – The copy provided is **not** an IRS approved official W2. Also, if you received a W2C (corrected W2) it will not be reflected on this web-site. For an official copy of your W2, please contact the District Payroll department at 619-388-6582.

14. Since this is on the Web is my personal data confidential or can anyone access it?

Your personal information cannot be accessed by anyone except by you. WebAdvisor is a fully password-protected web site that has been designed to protect your confidential information. As with any web-site, you are responsible for preventing unauthorized access to your private information. To ensure confidentiality, it is important that you:

- Properly log out of WebAdvisor by clicking the "Log Out" button located at the upper right-hand corner and then close your browser when finished accessing your information.
- Do not share your password with anyone.