

Accessing Technology at JCC

Almost all communication from Johnston Community College will be done electronically, whether it is checking your financial aid status via WebAdvisor, communicating with your instructor through student email, taking an online course through Blackboard, or making an advising appointment through Appointment Plus. From the point of application forward, it is important that incoming students know how to access these technologies. Utilize the information below to become a student in the know.

WebAdvisor

WebAdvisor is the central hub for most student administrative information. Through it, students will register for classes, access financial aid and payment information, and see transcripts. This is also the location to find out your user name and reset your password. This user name and password will be your single log on for Gmail, WebAdvisor, and Blackboard.

1. Go to www.johnstoncc.edu and click the WebAdvisor link at the top right of the screen.
2. Click on Continue to WebAdvisor link at the right of the page.
3. Click on Account Information to learn your User ID and to set or reset your Password for WebAdvisor, Blackboard, and JCC Email.
4. First time logging in to anything? Click on What's my User ID. You will need to provide: (1) your last name, (2) your full Social Security # or your Colleague ID (on your student ID, acceptance letter, or advising sheet). After you have verified your User ID, you will then click on Reset My Password and follow the instructions in step 5.
5. If you already know your User ID and just need your Password (or to reset your password), click on Reset My Password. If you are resetting your password, you will need to enter your date of birth and the zip code that JCC has in our registration system for the "preferred address zip code" field. If you do not know what is on record, please visit Student Services to be sure that we have your correct information.
6. After validating your request, you will now choose a new password –
 - a. Must be at least 8 characters
 - b. Must contain at least 1 capital letter in the first 8 spaces
 - c. Must contain at least 1 number in the first 8 spaces
 - d. No special characters or spaces
 - e. May not use 3 or more letters from the user's account name.
7. Then choose a security question (the answer to this question is not case sensitive). You will be asked this question again – please choose a Q&A that you will remember!

If you do not receive a screen that says "password updated successfully," please retry this process from the beginning before contacting JCC for help. If after a second try you still have trouble, please contact JOLT at (919) 464-2260 for assistance with the process.

JCC Student Email Account

1. Click on Student Email in the top right-hand corner of the JCC homepage (www.johnstoncc.edu).
2. Enter your user name and password that you updated through Webadvisor.
3. This will take you to your Office 365 email account. Please check your email daily. Updates from admissions, financial and other service groups will come to you through email.