

## How Do I Find My User Id?

Default user ids for new students have the format of **first initial last name**.

Ex: nnorris

Previous students who have been enrolled before 2015 may have an older default format of **last name first initial middle initial**:

Ex: norrisne

However, because of duplications, user ids may be followed by the last 2 digits of the student's WPCC id.

Ex: nnorris56          or          norrisne56

WPCC employees will have a format matching new students for their user ids: **first initial last name**.

Ex: nnorris

For duplications, user ids will be followed by the last 2 digits of the employee's WPCC id.

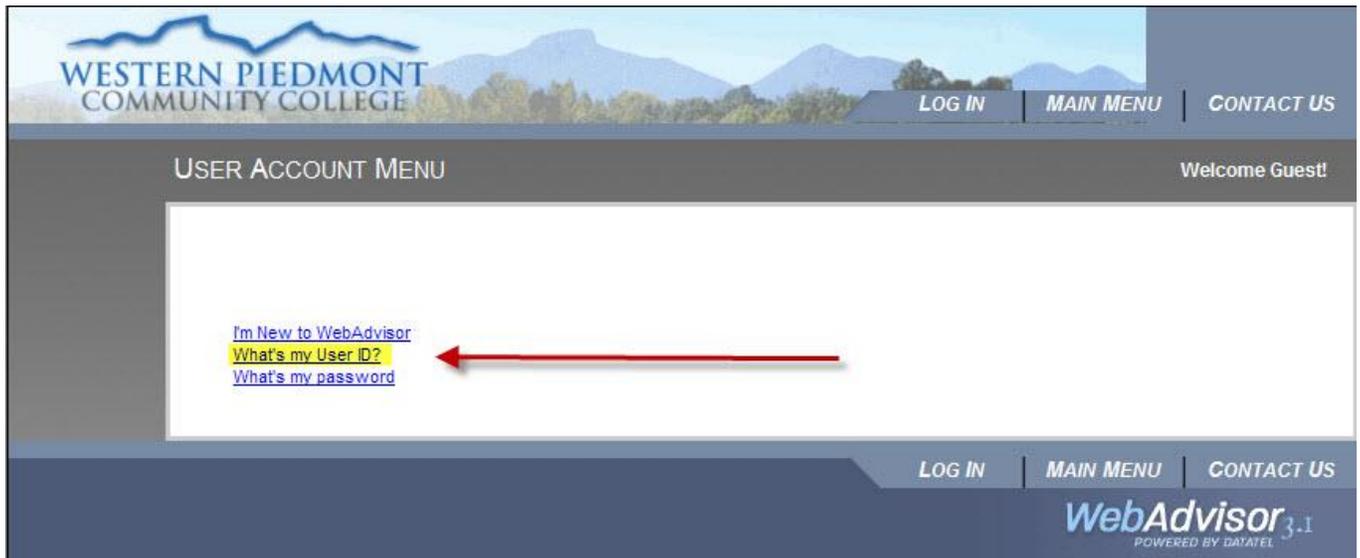
Ex: nnorris56

To determine exactly how your user id was created, use the following steps to look it up on Pioneer Pass.

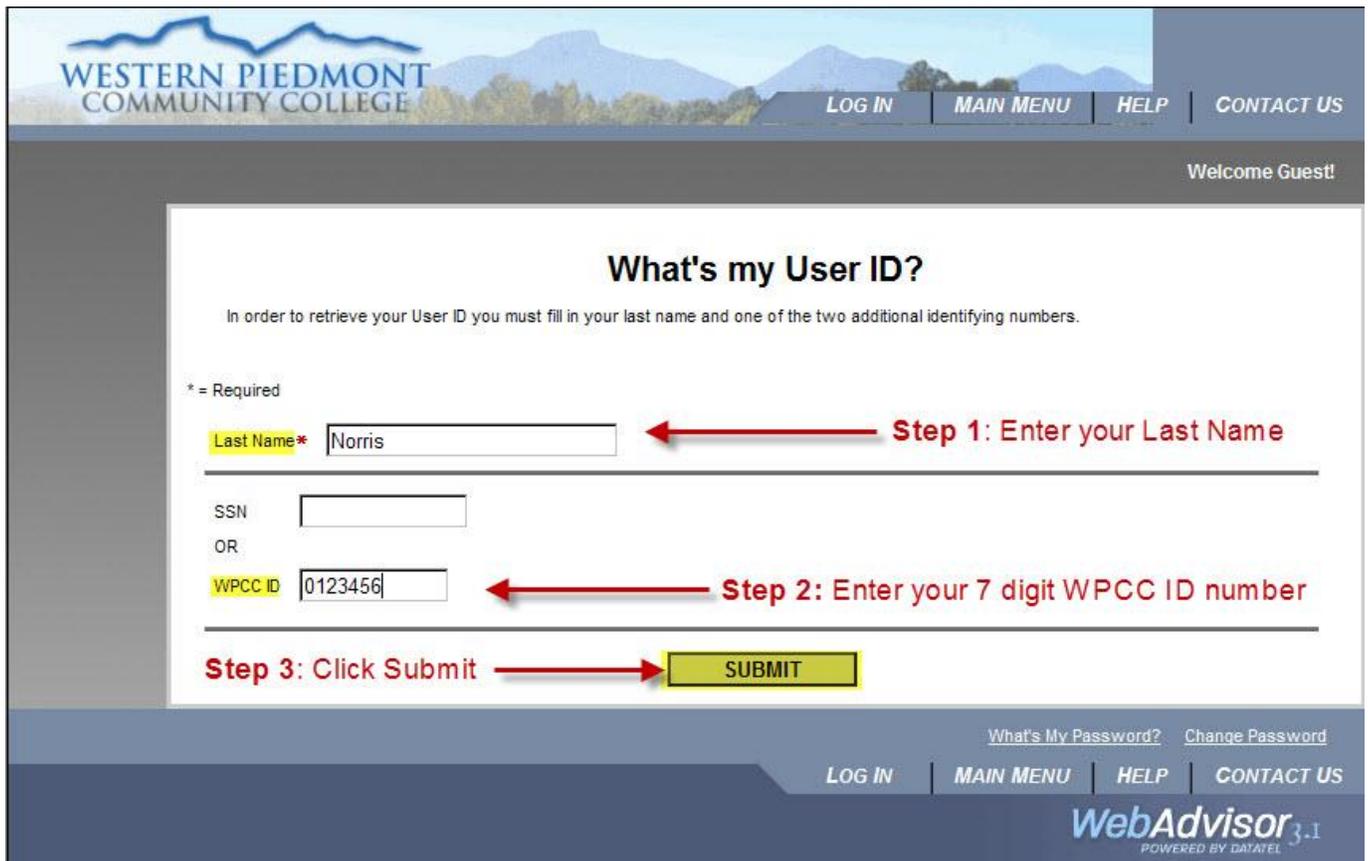
1. From the Pioneer Pass homepage, click **Account Information**.

The screenshot shows the Pioneer Pass homepage. At the top, there is a banner with the Western Piedmont Community College logo and navigation links for LOG IN, MAIN MENU, and CONTACT US. Below the banner, a message states: "Access to the database will be unavailable from 11:50pm until 4am each day for system maintenance." The main content area is divided into two columns. The left column contains a "Welcome Guest!" message and instructions for using Pioneer Pass, including links for "Directions", "Student Email - Steps", and "Resetting Passwords". The right column features a vertical "main menu" with buttons for "Students" and "Employees". A red arrow points from the "main menu" area down to the "Account Information" link in the footer. The footer also includes navigation links for LOG IN, MAIN MENU, and CONTACT US, along with the "WebAdvisor 3.1" logo and the text "POWERED BY ellucian".

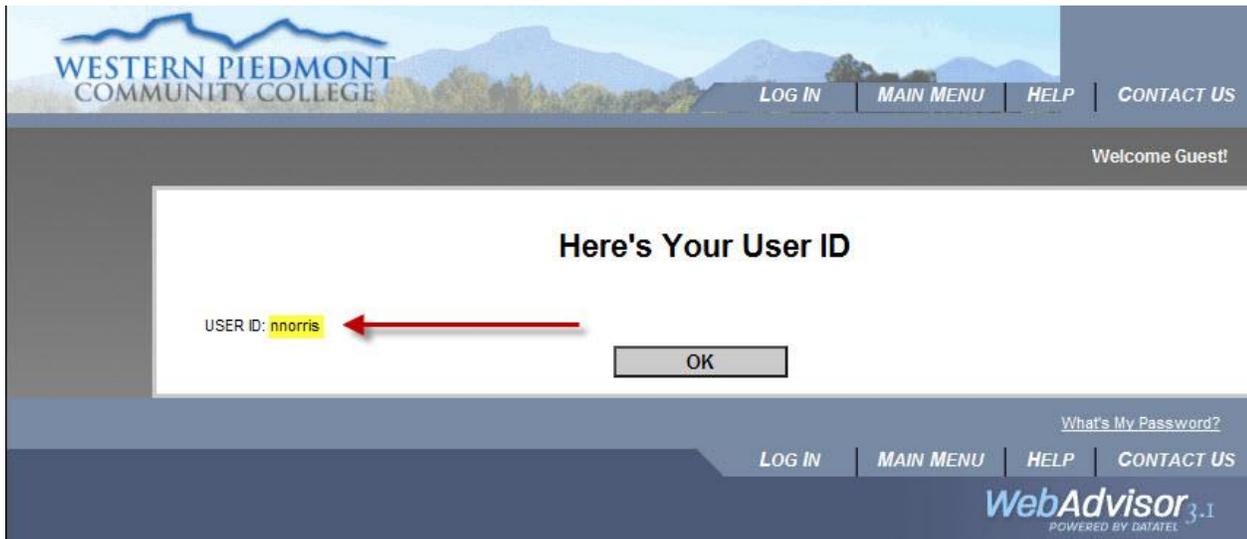
2. Click **What's My Userid?**



3. Enter your **Last Name** and either your **SSN** OR **WPCC ID** (entering both will produce an error).

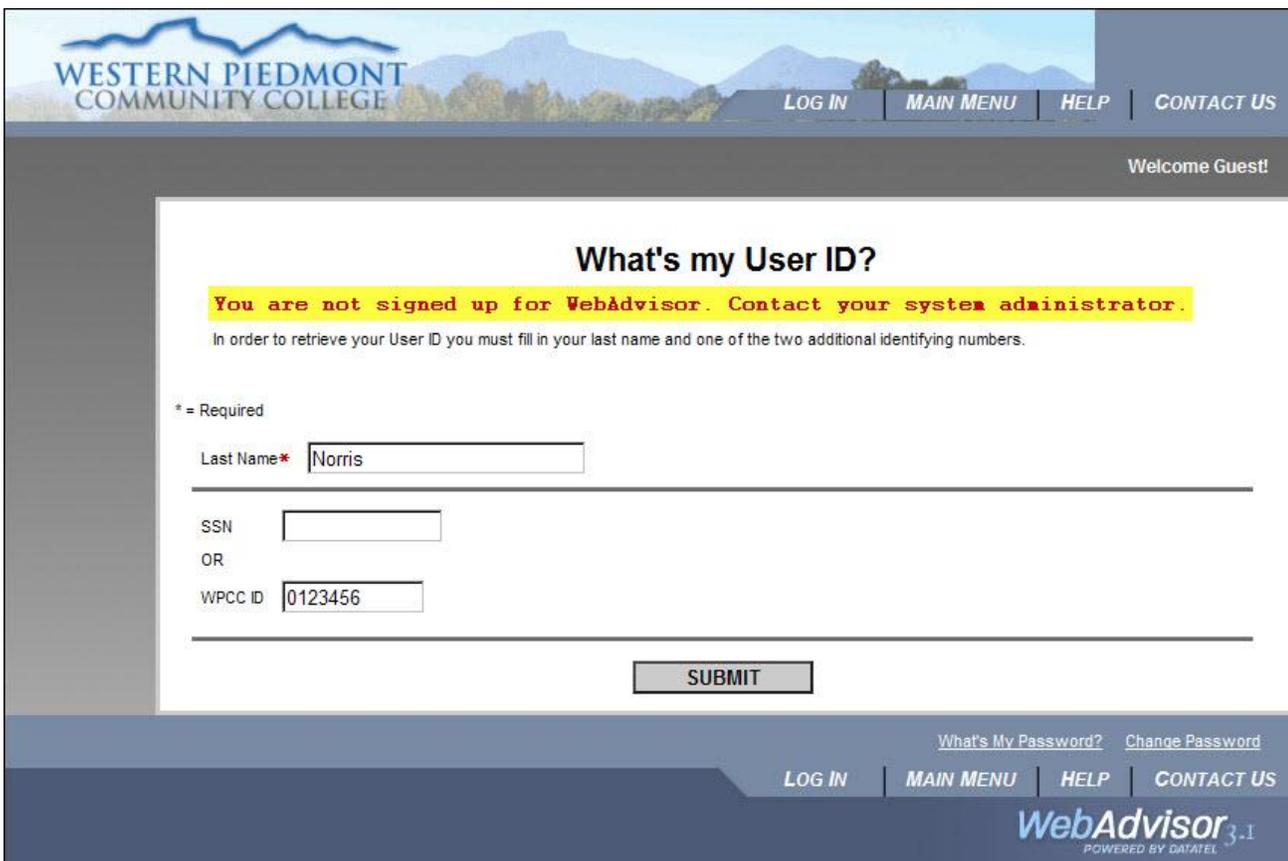


4. Your userid will be displayed.



**Additional Notes:**

If your account has not been created yet, you will receive the following error message when trying to look up your userid: **You are not signed up for WebAdvisor. Contact your system administrator.**



For new student applicants, please allow 2 business days for your userid to be created, after your application has been processed.

If you are still receiving an error after 2 business days, please contact the Technology Help Desk for assistance with your account: By Phone: 828-448-6030 or Email: [techsupport@wpcc.edu](mailto:techsupport@wpcc.edu)

This information is also listed on the [Contact Us](#) link on Pioneer Pass.

WESTERN PIEDMONT  
COMMUNITY COLLEGE

LOG IN | MAIN MENU | **CONTACT US**

Access to the database will be unavailable from 11:50pm until 4am each day for system maintenance.

Welcome Guest!

Pioneer Pass gives students, staff, and the community access to our databases.

Select your point of entry to the right.

[Directions](#) for using Pioneer Pass are available in pdf format.

Student Email - [Steps](#) for accessing your WPCC account are also available.

Students  
Employees

Account Information | I'm New to WebAdvisor | What's My Password?

LOG IN | MAIN MENU | CONTACT US

WebAdvisor<sup>3.1</sup>  
POWERED BY DATATEL

## WPCC Pioneer Pass Contact Information

Please contact the Technology Helpdesk for any questions or problems you are having with Pioneer Pass.

Phone: 828-448-6030

Email Address: [techsupport@wpcc.edu](mailto:techsupport@wpcc.edu)

Return to [Pioneer Pass Homepage](#)