

## 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: nnorrisne

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

Ex: nnorris56          or          nnorrisne56

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

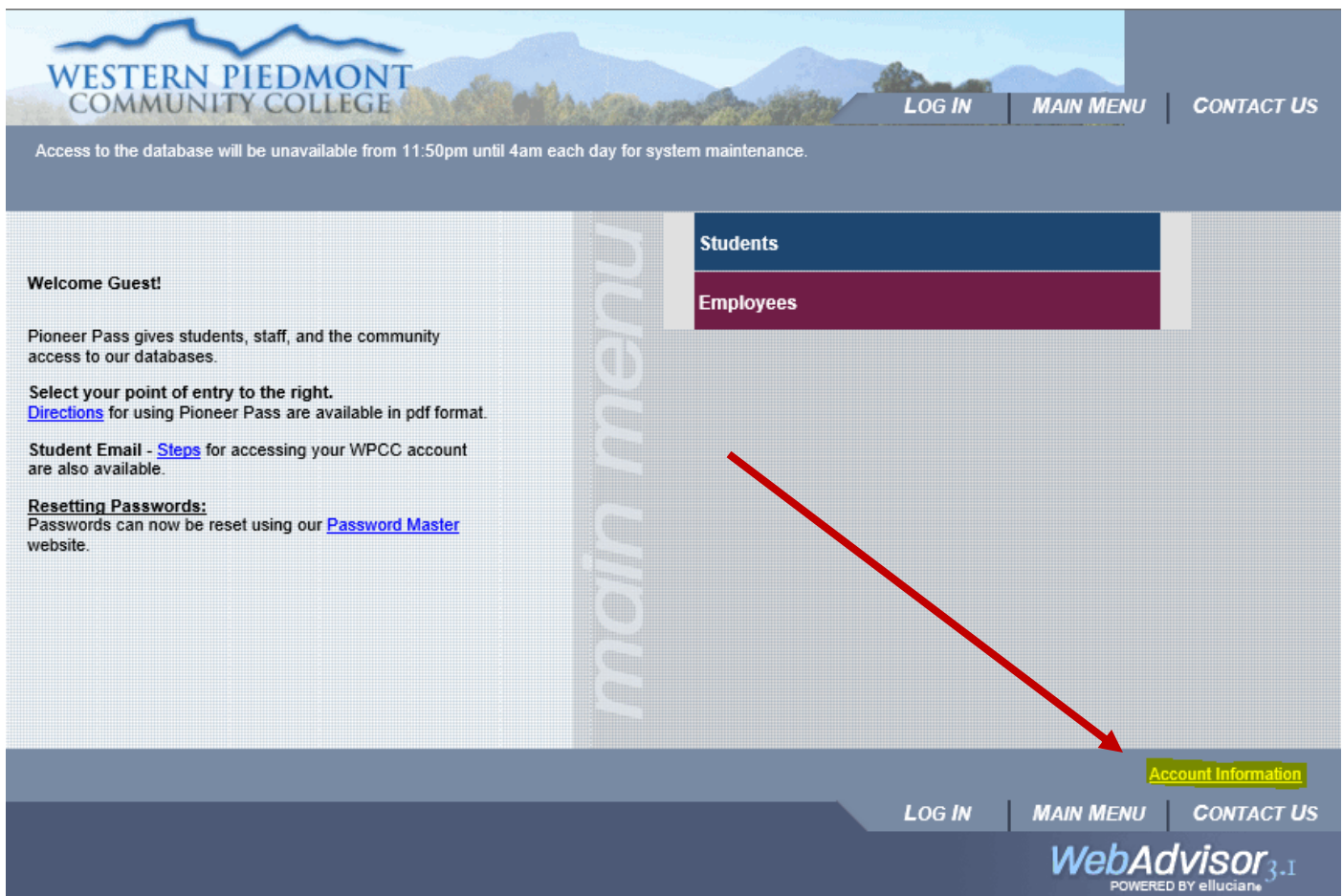
Ex: nnorris

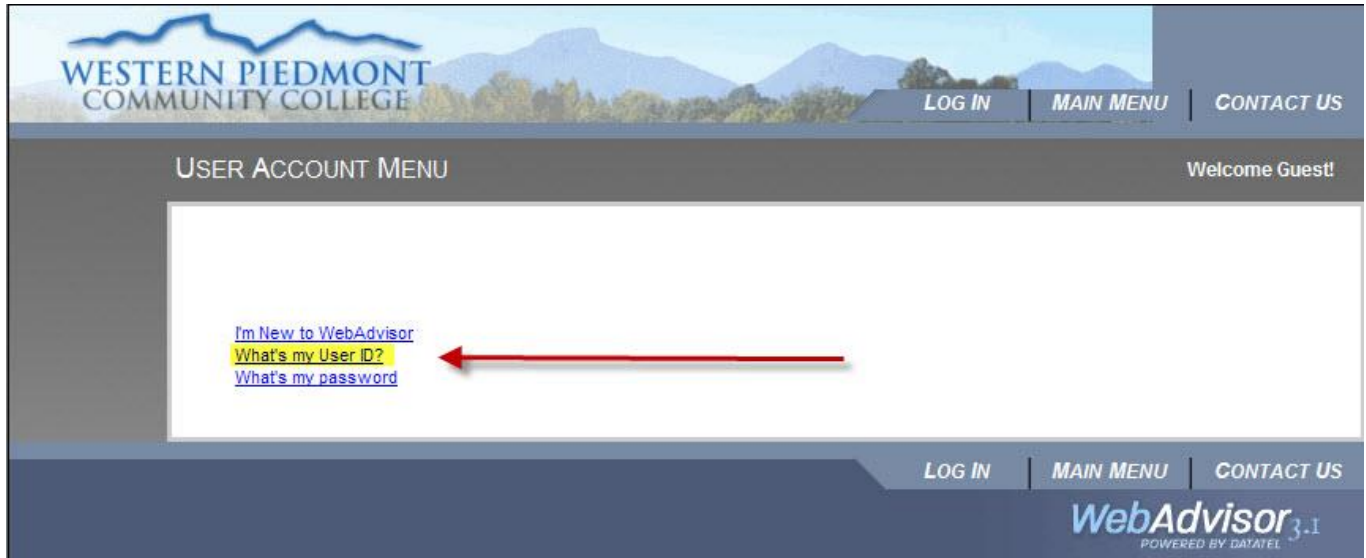
For duplications, user ids will be followed by the last 2 digits of the employee's WPCC id.

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**.



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

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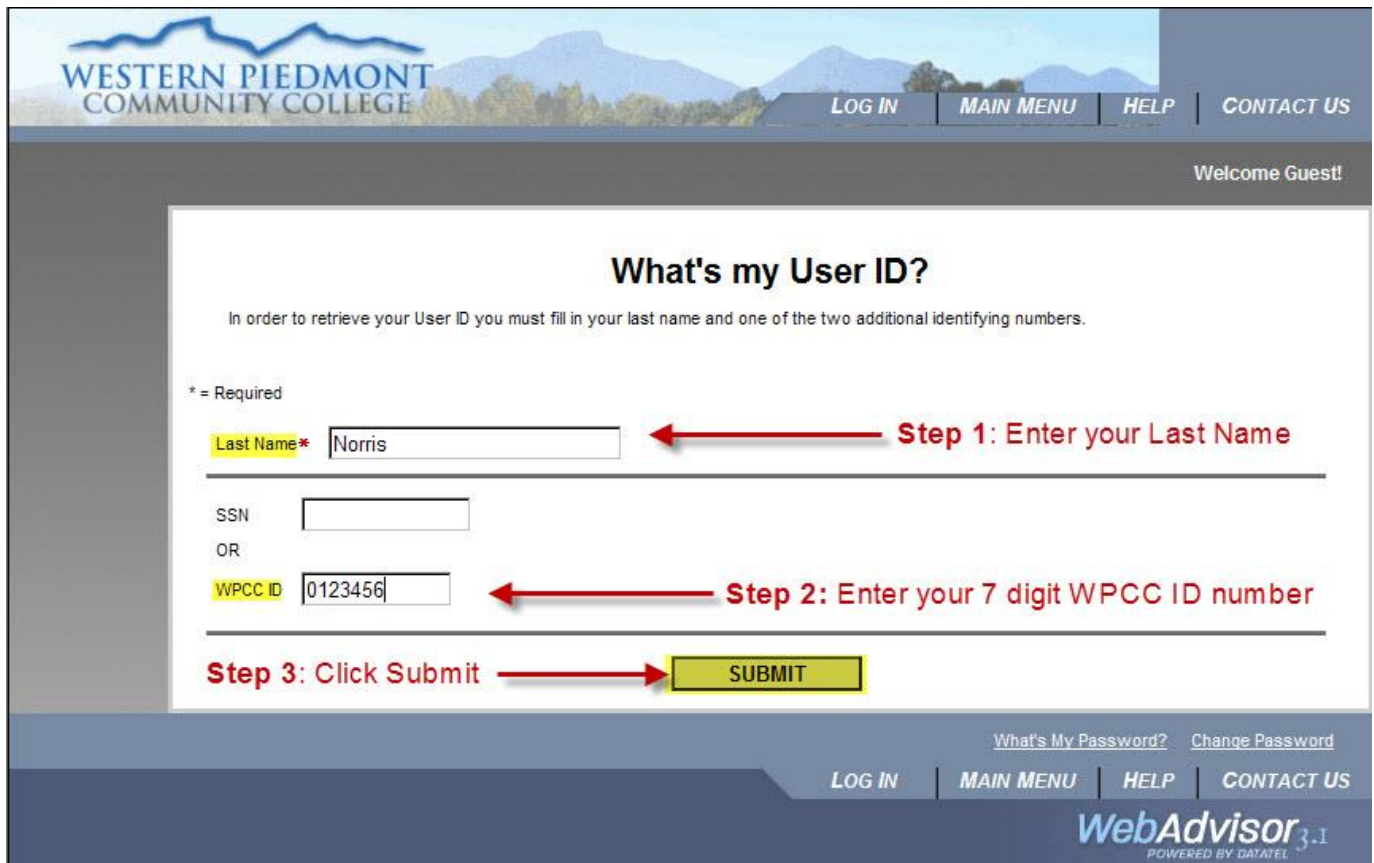
USER ACCOUNT MENU

Welcome Guest!

[I'm New to WebAdvisor](#)  
[What's my User ID?](#)  
[What's my password](#)

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

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

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Welcome Guest!

### 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\*  **Step 1: Enter your Last Name**

SSN

OR

WPCC ID  **Step 2: Enter your 7 digit WPCC ID number**

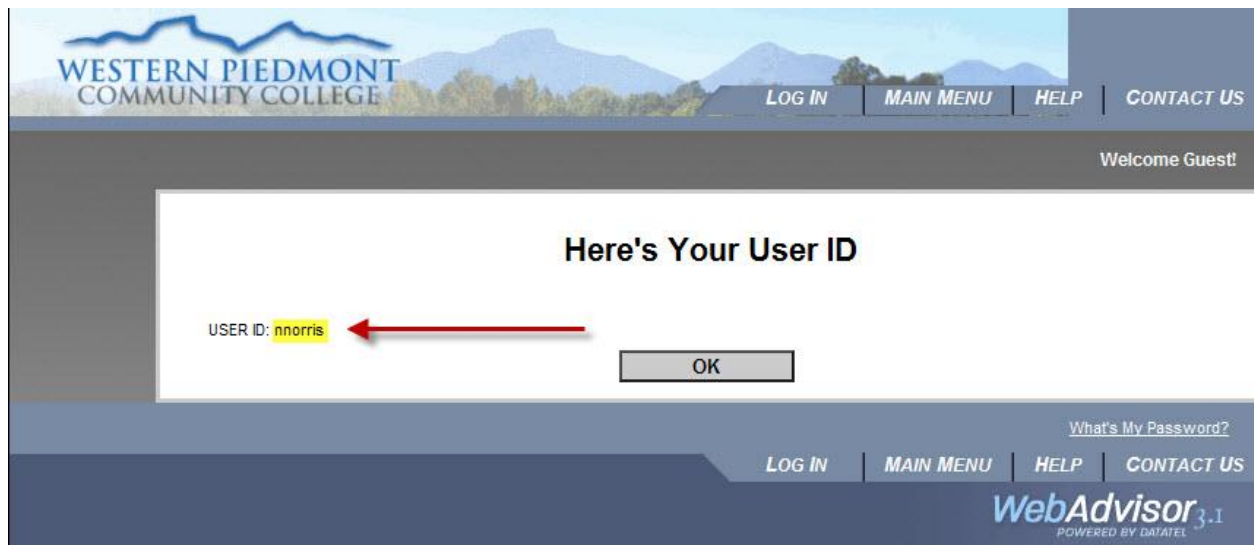
**Step 3: Click Submit**

[What's My Password?](#) [Change Password](#)

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

4. Your userid will be displayed.



The screenshot shows the WebAdvisor 3.1 interface. At the top, there is a header with the Western Piedmont Community College logo and navigation links: LOG IN, MAIN MENU, HELP, and CONTACT US. Below the header, a message box titled "Here's Your User ID" displays "USER ID: nnorris" with a red arrow pointing to it. An "OK" button is located below the message. The footer includes a "What's My Password?" link, the same navigation links, and the WebAdvisor 3.1 logo with "POWERED BY DATATEL" below it.

#### 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.**

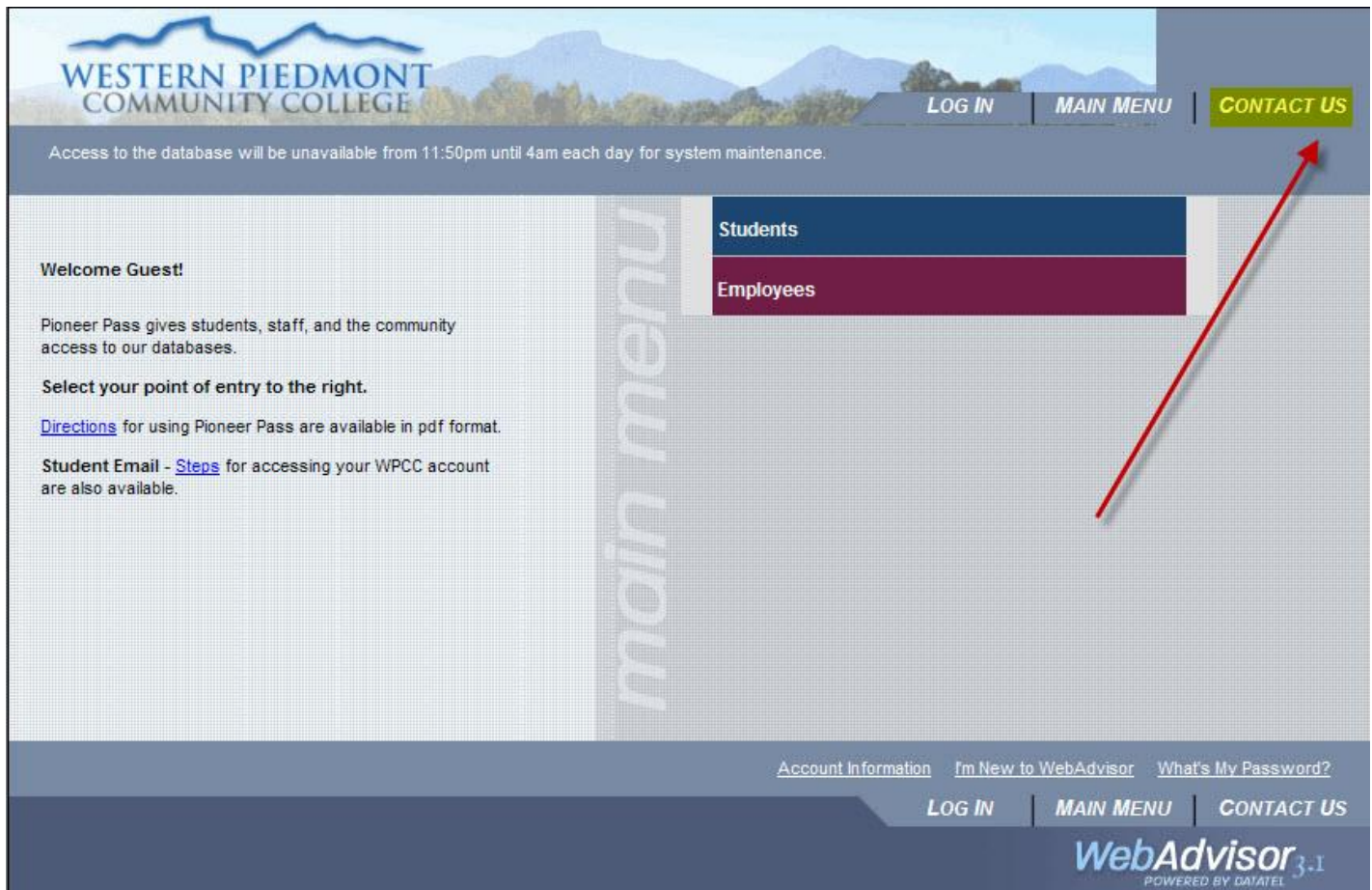


The screenshot shows the WebAdvisor 3.1 interface with an error message. The header and footer are identical to the previous screenshot. The main content area is titled "What's my User ID?" and displays a yellow error message: "You are not signed up for WebAdvisor. Contact your system administrator." Below the message, it states: "In order to retrieve your User ID you must fill in your last name and one of the two additional identifying numbers." A legend indicates that "\*" denotes required fields. The form includes three input fields: "Last Name\*" with the value "Norris", "SSN", and "OR WPCC ID" with the value "0123456". A "SUBMIT" button is located at the bottom of the form. The footer also includes a "What's My Password?" link, a "Change Password" link, and the same navigation links and WebAdvisor 3.1 logo.

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.



## 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](#)