



Frequently Asked Questions About the Computer Systems at Union County College

What is my User Name?

The user name is firstname.lastname. (All lower case letters)

Your user name and directions instructing you how to log onto the system will be sent to the email address you provided when you applied to the college.

Note: Some students may have a number after his/her last name. This is because there are other students in the system with the same name. Also, if a student has a very long name, a hyphenated name or Jr/Sr, the user name will be shortened to 20 characters.

Where can I look up my New User Name?

You can check your user name at webservices.ucc.edu. Click on "Account Information" found in the bottom right corner of the page. Click on "What's my user id?" Type in your last name and social security number or student id number (found on your registration form) and click submit. Your user name will be displayed.

What is my Colleague/Student ID number?

When you register for classes, you will see a Student ID number on your paper work. It is seven digits long and called the COLLEAGUE Number. This is a random number generated to track your records.

What is my default Password?

The first time you log on, the default password is in the format **UccMMDDYY** (that's capital U, small c, small c, and your date of birth in the format 2 numbers for the month, 2 numbers for the day, and the last 2 numbers of the year). For example, if your birthday was April 25, 1994, your initial password would be Ucc042594.

What are the rules for creating my new password?

You will be prompted to change your password the first time you log in to Web Services.

Your new password must:

- Be 8 to 16 characters long
- Contain an Upper Case Letter
- Contain a Lower Case Letter
- Contain a Number
- *Cannot contain your name*
- *Cannot contain a special character*
- *Cannot be a password you used before*

Remember your new password – only you will know what it is. Be sure to write it down or put it in your phone.

Note: If you get locked out of Web Services when trying to create the new password, you must wait 30 minutes for the account to reset. Be sure that you are following the password requirements. If you receive an error that you are not authorized to change the password, close the browser. Open the browser and try again.

How can I correct an incorrect birthday, personal email address or name spelling?

You must visit the Admissions office with a photo id.

What is Owl's Nest?

Owl's Nest is the portal for Union County College (owlsnest.ucc.edu). All of your college resources are in one place. You can access your college email, calendar, announcements, academic and administrative departments, library resources, online courses and Web Services.

I attended classes during Spring 2011 or in the past. What happened to e-Services?

e-Services has been replaced with Web Services.

How do I access Web Services?

Through owlsnest.ucc.edu or webservices.ucc.edu.

Do I need to type "www" in front of the web address?

No. The web page will not be displayed if you type in "www".

What services are available at Web Services?

You will be able to:

- Create your password
- Register for classes
- View and print your schedule
- Check and pay your student account balance
- View your financial aid awards
- Check your grades
- Access other services

What is my Web Services default password?

Your initial password for Web Services is UccMMDDYY. For example, if your birthday was April 25, 1994, your initial password would be Ucc042594 .

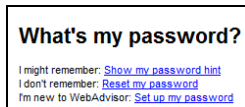
How do I know if the password was changed?

The Web Services screen will change from "Welcome Guest" to "Welcome (Student's First Name)".

What if I can't remember the password I created in Web Services.

You can click on the "What's my password?" link on the bottom of the Web Services page if you have a personal email address on file with the college. Complete the online form and a temporary password will be emailed to you along with directions on how to reset your password. More detailed information is available at this website: <http://www.ucc.edu/currentstudents/password-information.aspx>

Otherwise, you must go to the Academic Learning Center or IT Help Desk to fill out the Password Reset form. You need to bring a photo id to verify your identity. The information will be sent to the IT Department. This process usually takes one business day for the password to be reset.



Do passwords expire?

Yes, passwords expire every 180 days. If you cannot log into owlsnest.ucc.edu but you can log into both your college email and Web Services, your password has expired. You must reset your password by following the directions in the password information section of the website

<http://www.ucc.edu/currentstudents/password-information.aspx>

How often can I reset my password?

You may only reset your password once every twenty-four hours.

What is Web Advisor?

Web Advisor is another name for Web Services.

When should I use Owl's Nest, and when should I use Web Services?

It depends on what you need to do. Owl's Nest offers more college tools than Web Services; for instance, you can access your college email and your online classes through Owl's Nest, but you cannot do so through Web Services. Web Services is included in Owl's Nest, but the reverse is not the case

How do I access my college email account?

All students have a college email account. You will access your email account through owlsnest.ucc.edu or live.com (Windows Live). Your email address is your firstname.lastname@owl.ucc.edu. The Windows Live ID is firstname.lastname@owl.ucc.edu. The default password is UccMMDDYY or the password you created in Web Services.

I cannot log into Owl'sNest or the college email at Live.com?

To log into owlsnest.ucc.edu or your college email, you will use your college email address (username@owl.ucc.edu) as the username and the password you use to log into Web Services or a lab computer.

I cannot log into Web Services?

To log into webservices.ucc.edu you will log in with your username (firstname.lastname) in all lower case letters and the same password you use to log into your college email, Owl's Nest or a lab computer.

I can't log into any of the computer systems.

You need to send an email describing the problem along with your full name, birth date and student id number to techsupport@ucc.edu. This email account has been set up by the IT Department to handle all problems related to the college computer systems.

Where will I register online for classes?

You will use Web Services at webservices.ucc.edu or access Web Services through the owlsnest.ucc.edu portal.

I received an error message when trying to register?

If you receive an error message of "Account Hold". This means you must contact the Student Accounts department before you can register. You should send an email to StudentAccountsOffice@ucc.edu with your full name and student id number.

If you receive an error message about pre-requisites, you need to contact the Admissions department. You should send an email to admissions@ucc.edu

Where will I check my grades & transcript?

Grades are viewed through the Academic Profile section of owlsnest.ucc.edu or webservices.ucc.edu.

Eventually, all grades will be viewable through Web Services. The grades for previous semesters are in the process of being moved to Web Services.

Where can I check my Financial Aid Award?

Awards are viewed through the Financial Aid section of owlsnest.ucc.edu or webservices.ucc.edu.

Where can I find scholarship information?

On the Owl’s Nest Portal (Owlsnest.ucc.edu): Click on “Paying for College”, then click on “Financial Aid” and click on “Scholarships”.

On the main College Website (ucc.edu): Click on “Becoming A Student”, then click on “Paying for College” and click on “Apply for Scholarships”.

How do I access my online course?

Online Courses use the ANGEL learning management system. Once you are logged into Owl’s Nest, click on ANGEL found under “Quick Links.”

Note: Works best with the Firefox browser. This log in method began Spring 2012 semester.

Where is the student handbook?

The handbook is available in the **Quick Links** section of your Owls Nest portal page.

Or you can go to the main website ucc.edu. Click on “Current Students”. Click on “Student Handbook”.

How do I get a copy of my transcript if I am not a registered student?

Go to the college’s main website at www.ucc.edu Click on “Becoming A Student”. Click on “Forms & Downloads”. Click on “Download the Transcript Request Form”. Print out and follow the instructions on the form.

I still need help.

If you haven’t found an answer to your question, send an email to one of the addresses listed below.

I can’t Log Into:	Send an email with your full name, birthday and student ID number with an explanation of the problem you are having to:
Live Email	TechSupport@ucc.edu
Online Course	Uconline@ucc.edu
Owl’s Nest	TechSupport@ucc.edu
Web Services	TechSupport@ucc.edu
I have a Question About:	
Admissions	Admissions@ucc.edu
Checking Grades/Transcripts	Registrar@ucc.edu
Counseling Services	Counselingsrv@ucc.edu
Financial Aid	Financialaid@ucc.edu
Student Accounts	StudentAccountsOffice@ucc.edu