Self-Service at Durham Tech

Getting Started with Self-Service

What is Self-Service?

Self-Service is Durham Tech’s student planning web application that allows students to plan courses in their academic programs, register for classes, track their financial aid and pay for classes all in one system.

What computer hardware and software do I need in order to use Self-Service?

To access Self-Service, you need:

- a computer (PC or Mac) with high-speed Internet access
- a current web browser: Self-Service currently runs on IE, Chrome, Firefox, and Safari
- JavaScript and cookies enabled

How do I log in to Self-Service?

Logging in is easy. You will use your WebAdvisor username and password to log in.

- Go to the Self-Service log in page: http://selfservice.durhamtech.edu
- Enter the same user name and password you use with WebAdvisor to sign in
  - Your user name is the same user name you use with WebAdvisor
    - Last name + first initial of first name + last four digits of Durham Tech ID number
    - Example: jordanm4567
    - If your last name is long, your user id contains only the first 15 characters
    - User ids do not contain spaces, hyphens, apostrophes, or other special characters
  - Your password is the same password you use for WebAdvisor
  - Note: If you can’t remember your password, you can follow the steps below to reset it.

What if I forget my password?

If you forget your password, you will need to go to the WebAdvisor sign-in page to reset it: https://webadvisor.durhamtech.edu/ResetPassword

IMPORTANT: Changing your WebAdvisor password automatically changes your Sakai, Self-Service, and ConnectMail passwords, too.

What do I do after logging in?

After you log in, you’ll be able to use the Self-Service tabs to plan your semesters, pay your tuition bill, check your financial aid, and register for courses. See the other Self-Service guide documents on the Connect Help web page (linked below) for more information.

Where do I go for help?

- Visit Durham Tech’s Connect Help web page:
- Contact the Durham Tech Help Desk during normal business hours:
  - Email: helpdesk@durhamtech.edu
  - Phone: 919-536-7200 x6111