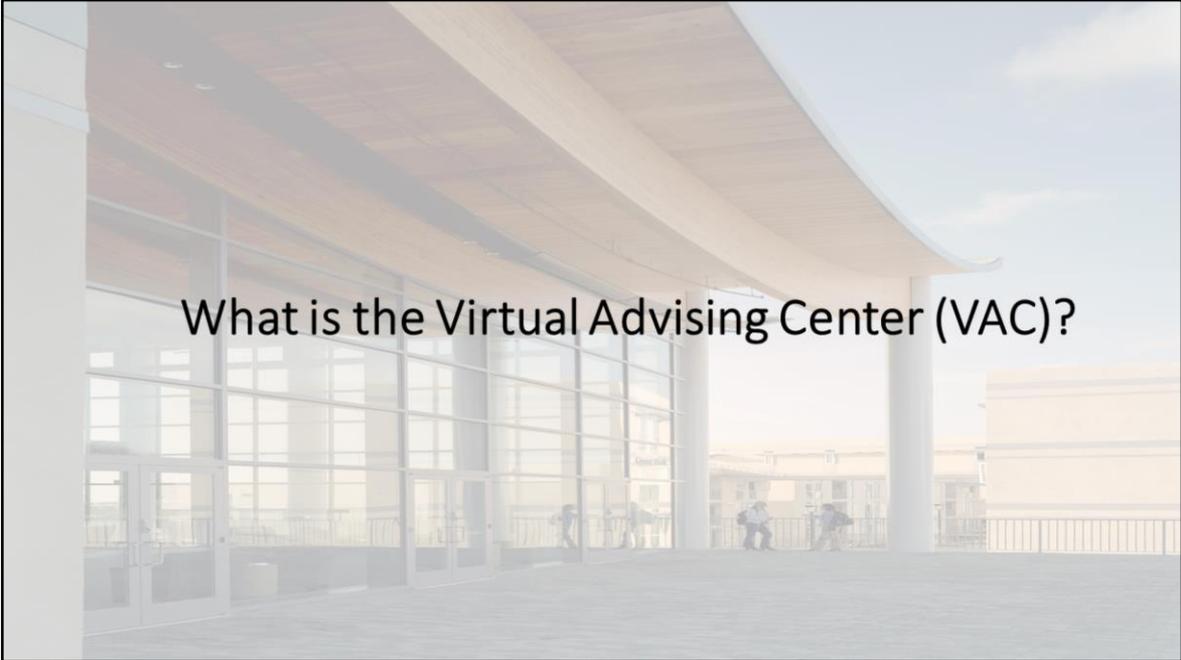


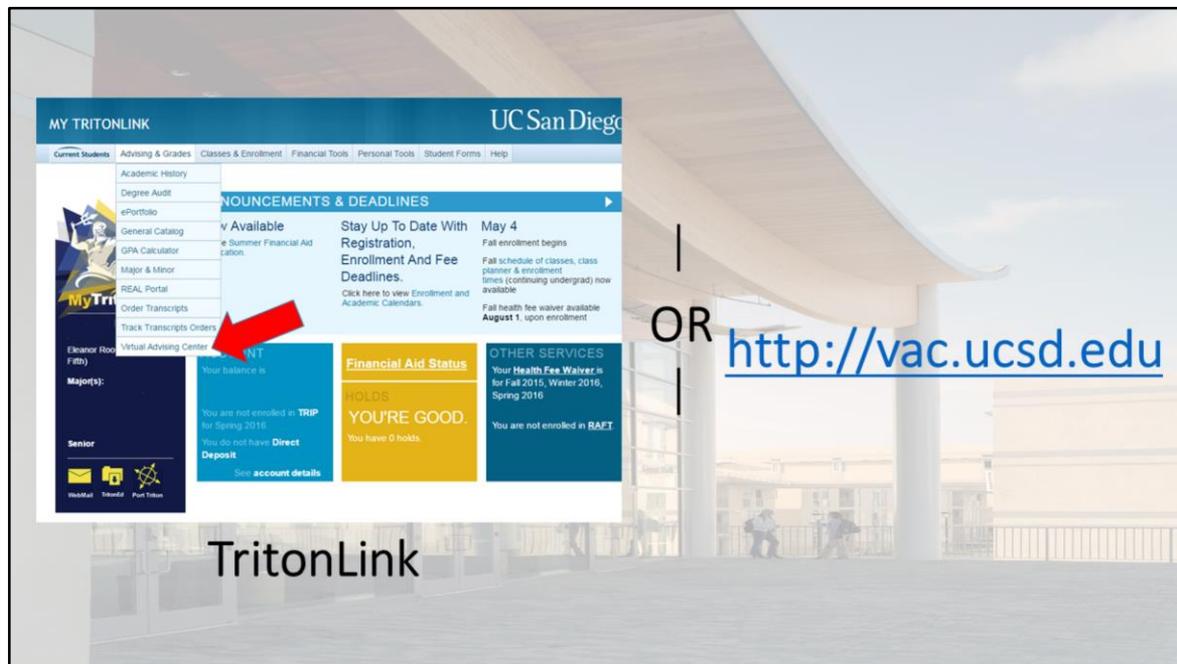
Welcome to the Virtual Advising Center tutorial. This video will explain how to navigate the [Virtual Advising Center](#) and how to utilize all its features.



What is the Virtual Advising Center (VAC)?

The Virtual Advising Center (or the VAC) is a secure, online tool where you can ask questions to your college and/or department advisors regarding your academics. It's also the official means of communication used by your college and department advisors to contact you regarding any academic issues or concerns.

The VAC is also your official academic file with the university as it houses all of your college and department files digitally.



TritonLink

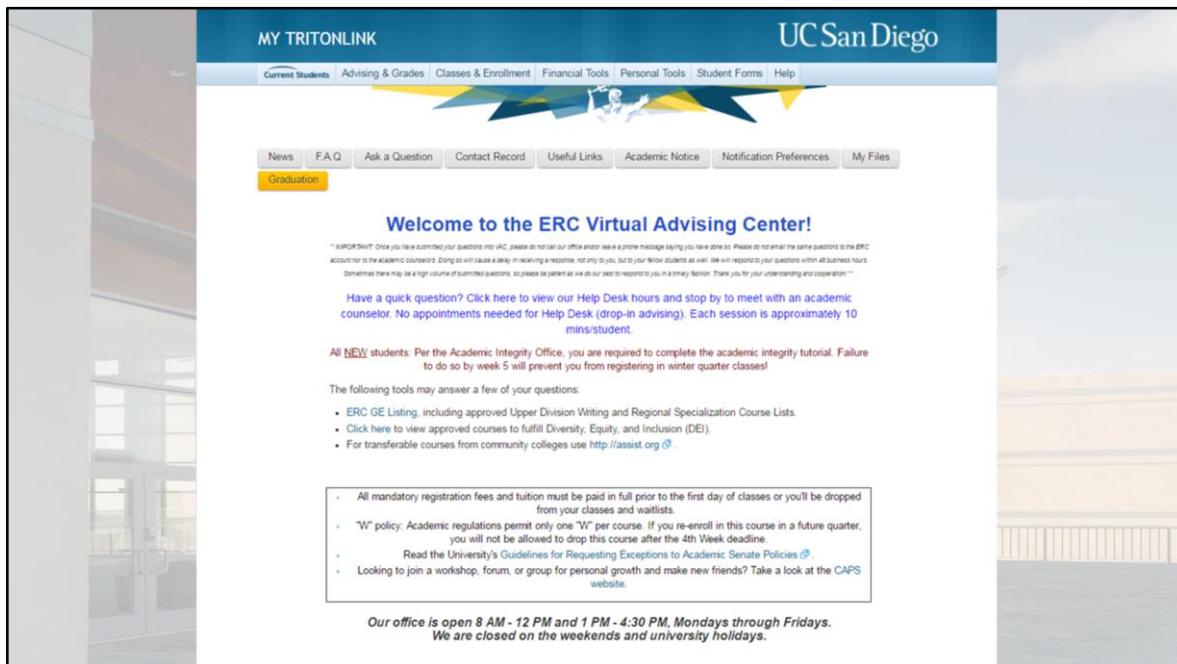
To access the VAC, you can either:

- Log into [TritonLink](#) using your PID and password, scroll over the “**Advising & Grades**” tab, and click on “**Virtual Advising Center**” from the drop-down menu

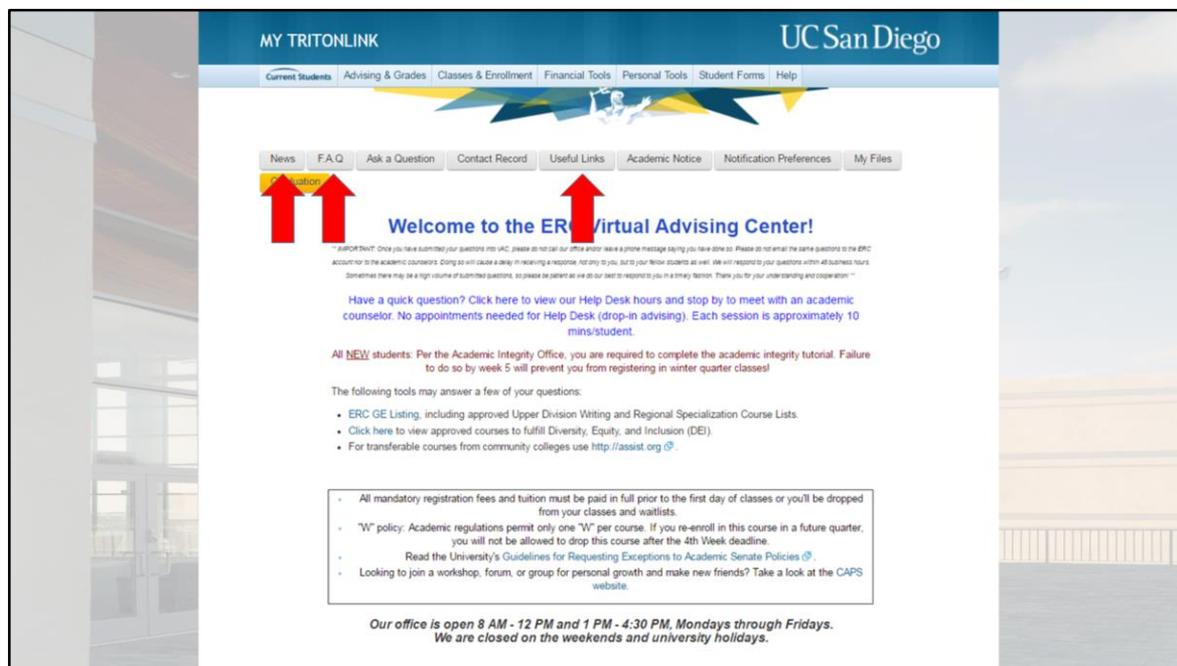
OR

- Go to <http://vac.ucsd.edu> and log in from there

Remember, for security purposes, you should not share your login information with anyone. You are responsible for your records and we will be unable to assist you if any mistakes or miscommunications arise due to you providing others with access to your records.



You will be greeted with a welcome screen that lays out all the basics of the VAC as well as ERC Advising hours and general announcements.



MY TRITONLINK UC San Diego

Current Students | Advising & Grades | Classes & Enrollment | Financial Tools | Personal Tools | Student Forms | Help

News | **FAQ** | Ask a Question | Contact Record | **Useful Links** | Academic Notice | Notification Preferences | My Files

Welcome to the ERC Virtual Advising Center!

"Disclaimer": Once you have submitted your question into VAC, please do not call our office and/or leave a phone message asking you have done so. Please do not email the same question to the ERC account or to the academic counselor. Doing so will create a delay in receiving a response. Not only to you, but to your fellow students as well. We will respond to your question within 48 business hours. Sometimes there may be a high volume of submitted questions, so please be patient as we do our best to respond to you in a timely fashion. Thank you for your understanding and cooperation."

Have a quick question? Click here to view our Help Desk hours and stop by to meet with an academic counselor. No appointments needed for Help Desk (drop-in advising). Each session is approximately 10 mins/student.

All **NEW** students: Per the Academic Integrity Office, you are required to complete the academic integrity tutorial. Failure to do so by week 5 will prevent you from registering in winter quarter classes!

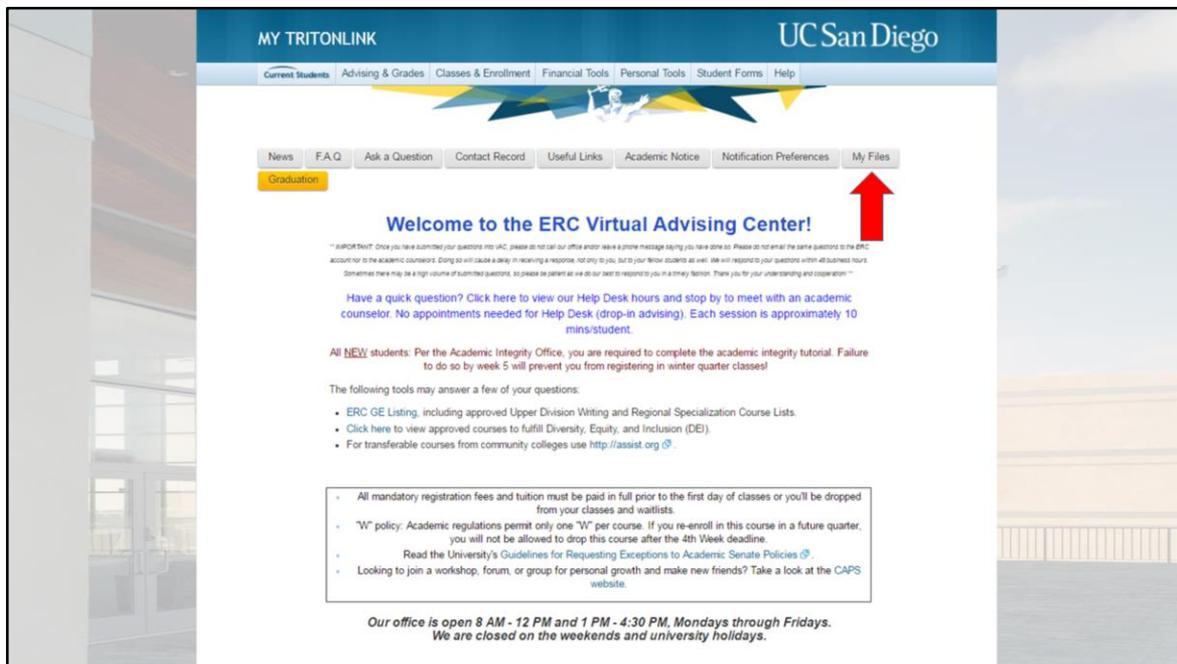
The following tools may answer a few of your questions:

- ERC GE Listing, including approved Upper Division Writing and Regional Specialization Course Lists.
- Click here to view approved courses to fulfill Diversity, Equity, and Inclusion (DEI).
- For transferable courses from community colleges use <http://assist.org>

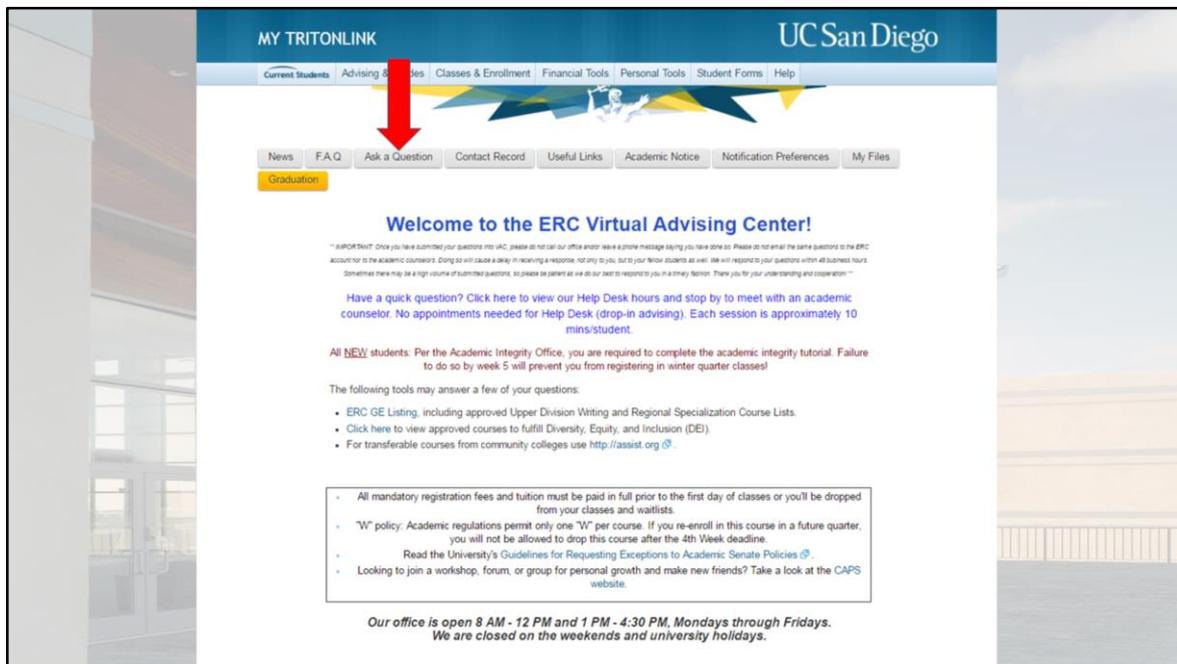
- All mandatory registration fees and tuition must be paid in full prior to the first day of classes or you'll be dropped from your classes and waitlists.
- "W" policy: Academic regulations permit only one "W" per course. If you re-enroll in this course in a future quarter, you will not be allowed to drop this course after the 4th Week deadline.
- Read the University's Guidelines for Requesting Exceptions to Academic Senate Policies [↗](#)
- Looking to join a workshop, forum, or group for personal growth and make new friends? Take a look at the CAPS website.

*Our office is open 8 AM - 12 PM and 1 PM - 4:30 PM, Mondays through Fridays.
We are closed on the weekends and university holidays.*

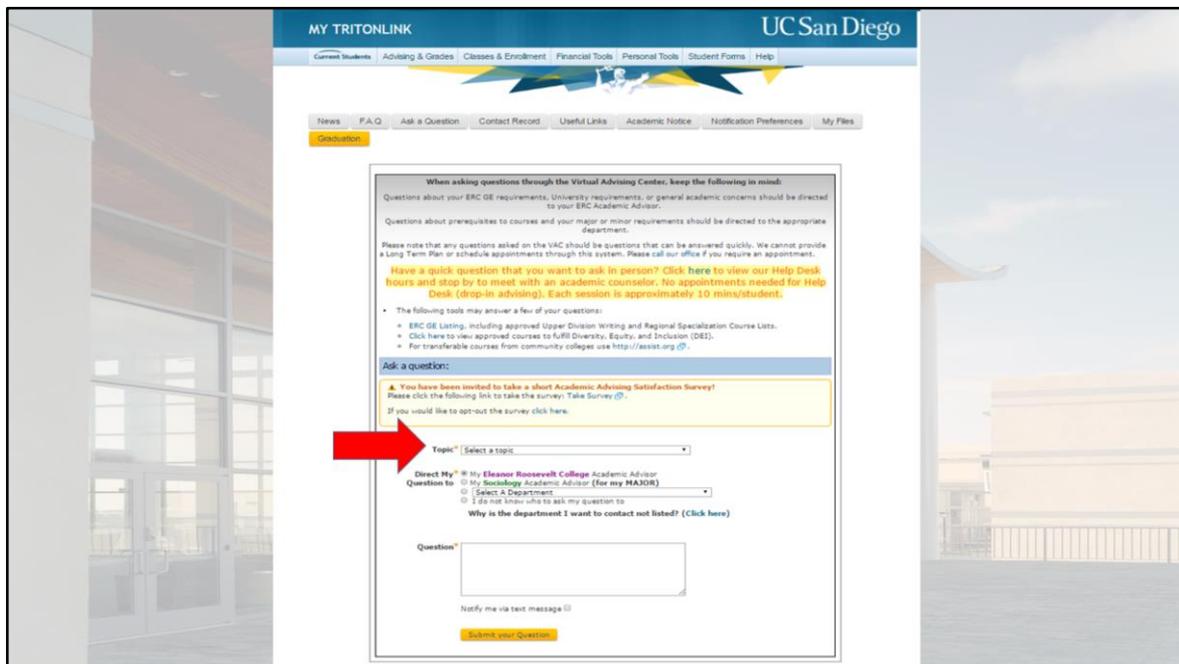
The “News”, “FAQ”, and “Useful Links” tabs at the top of the homepage will also provide you with academic information and resources that you can review.



To see files that have been uploaded to your records, click on the “My Files” tab on the VAC homepage.



To ask a question, click the “Ask a Question” tab at the top.



Make sure to select a topic from the drop-down menu provided. If your topic is not listed, select the **“Other”** tab at the end of the list.

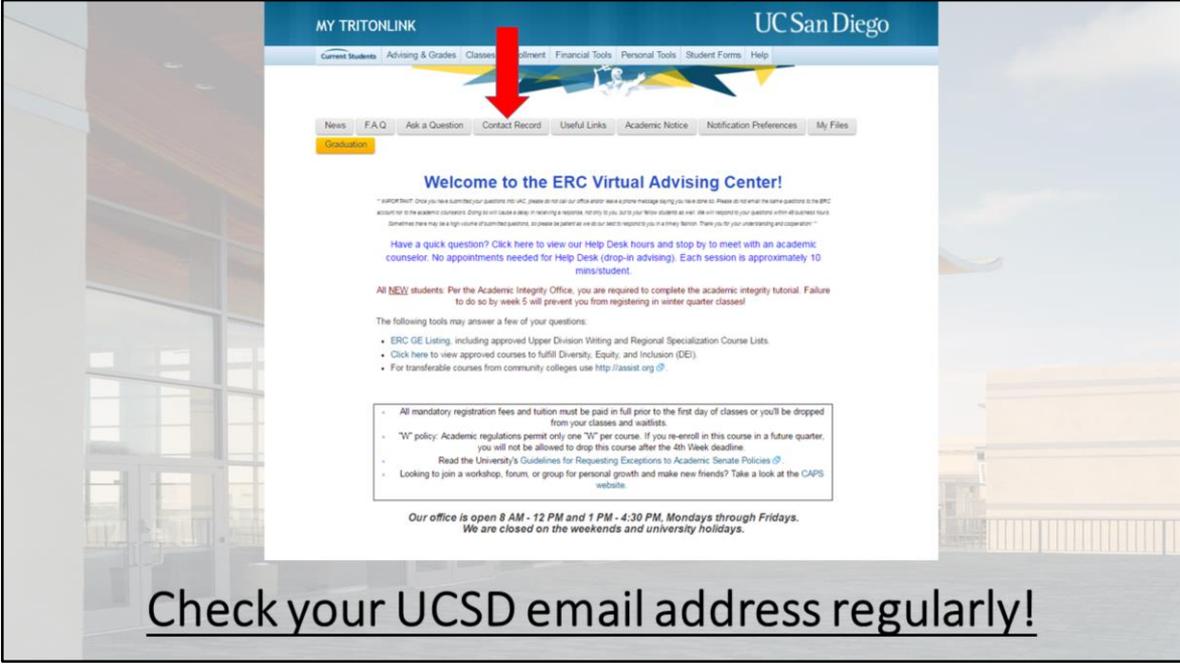
The screenshot shows the UC San Diego My TritonLink website. The navigation bar includes 'MY TRITONLINK' and 'UC San Diego'. Below the navigation bar are several tabs: 'Current Students', 'Advising & Grades', 'Classes & Enrollment', 'Financial Tools', 'Personal Tools', 'Student Forms', and 'Help'. A secondary navigation bar contains 'News', 'F.A.Q.', 'Ask a Question', 'Contact Record', 'Useful Links', 'Academic Notice', 'Notification Preferences', and 'My Files'. The 'Ask a Question' tab is highlighted.

The main content area contains a form titled 'When asking questions through the Virtual Advising Center, keep the following in mind:'. Below this are instructions and a list of question types. A yellow box contains a survey invitation: 'You have been invited to take a short Academic Advising Satisfaction Survey! Please click the following link to take the survey: Take Survey'. Below this is a 'Topic' dropdown menu with a red arrow pointing to it. The 'Direct My Question to' dropdown menu is currently set to 'My Eleanor Roosevelt College Academic Advisor'. Other options include 'My Sociology Academic Advisor (For my MAJOR)', 'Select A Department', and 'I do not know who to ask my question to'. There is also a link for 'Why is the department I want to contact not listed?'. A 'Question' text box and a 'Notify me via text message' checkbox are also visible. A yellow 'Submit your Question' button is at the bottom.

Next, select who you want your question to be directed to:

- If your question is about your [ERC GE](#) requirements, [University](#) requirements, or general academic concerns, please select **“My Eleanor Roosevelt College Academic Advisor”**.
- If your question is regarding your major, select the option provided that says **“for my MAJOR”**
- If your question is regarding your minor, select the option provided that says **“for my MINOR”**
- If you have a question regarding course prerequisites or department requirements that are outside of your major and/or minor requirements, choose the **“Select A Department”** option and select the appropriate department using the drop-down menu provided.

Once you’ve done that, you can submit your question in the **“Questions”** box and an advisor will respond within 24 to 48 business hours.



The screenshot shows the UC San Diego My TritonLink website. The navigation menu includes: Current Students, Advising & Grades, Classes, Enrollment, Financial Tools, Personal Tools, Student Forms, Help, News, F.A.Q., Ask a Question, **Contact Record** (highlighted with a red arrow), Useful Links, Academic Notice, Notification Preferences, and My Files. The main content area features a 'Welcome to the ERC Virtual Advising Center!' message, followed by a disclaimer, a 'Have a quick question?' section, and a list of services for new students. A box contains important registration and 'W' policy information. The office hours are listed as 8 AM - 12 PM and 1 PM - 4:30 PM, Mondays through Fridays.

Check your UCSD email address regularly!

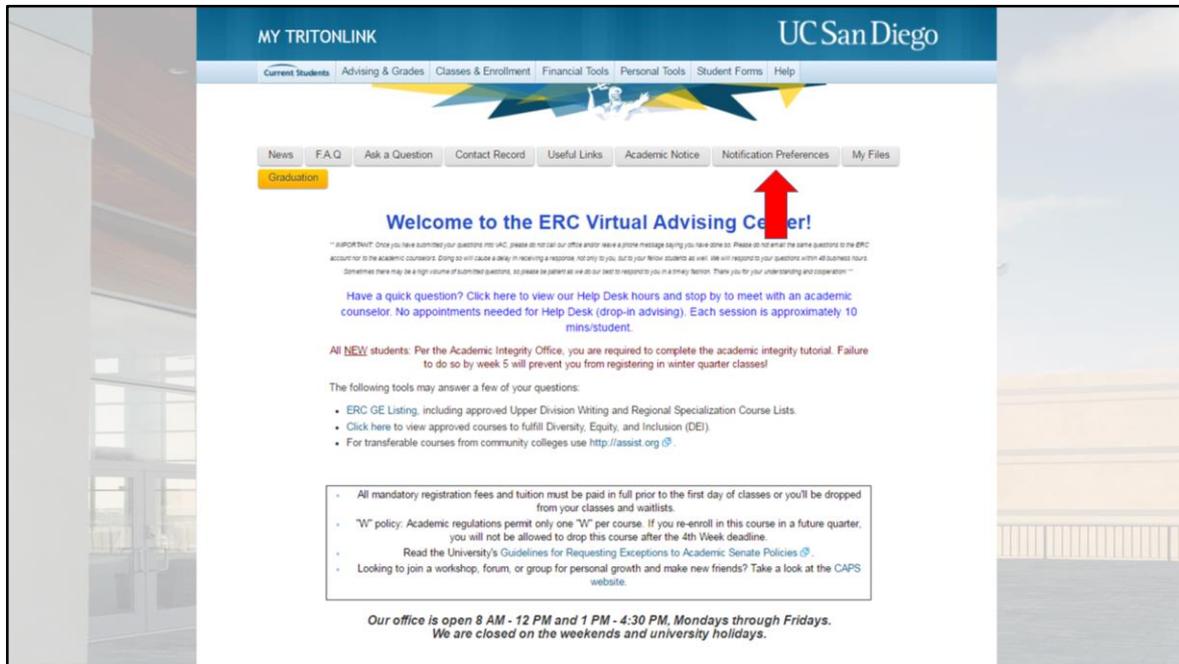
After you submit your question please be patient and wait for a reply. Calling or coming in to ask your question after you have already submitted it through the VAC will delay our response.

Once a response has been posted to your records, an email will be sent to your UCSD account telling you to check the VAC. You will also receive an email to your UCSD account to check the VAC if an academic advisor from ERC or your major and/or minor department is initiating contact with you about an academic issue or concern so it is very important to check your UCSD email address regularly.

To check for responses to your question, or to see a message sent by an academic advisor, click on the **“Contact Record”** tab on the VAC homepage. From this screen, you will be able to see a record of all your VAC interactions.

The screenshot shows the UC San Diego My TritonLink website. At the top, there is a navigation bar with 'MY TRITONLINK' on the left and 'UC San Diego' on the right. Below this is a menu with links: 'Current Students', 'Advising & Grades', 'Classes & Enrollment', 'Financial Tools', 'Personal Tools', 'Student Forms', and 'Help'. A secondary menu includes 'News', 'F.A.Q.', 'Ask a Question', 'Contact Record', 'Useful Links', 'Academic Notice', 'Notification Preferences', and 'My Files'. The 'Academic Notice' tab is highlighted with a red arrow. Below the navigation is a 'Graduation' button. The main content area features a large heading: 'Welcome to the ERC Virtual Advising Center!'. Below this heading is a disclaimer: '***Disclaimer***: Since you have submitted your questions into VAC, please do not call our office and/or send a phone message hoping you have done so. Please do not email the same question to the ERC account or to the academic counselor. Doing so will create a delay in receiving a response, not only to you, but to your fellow students as well. We will respond to your question within 48 business hours. Sometimes there may be a high volume of submitted questions, so please be patient as we do our best to respond to you in a timely fashion. Thank you for your understanding and cooperation!'. There are three main sections of text: 1) 'Have a quick question? Click here to view our Help Desk hours and stop by to meet with an academic counselor. No appointments needed for Help Desk (drop-in advising). Each session is approximately 10 mins/student.' 2) 'All **NEW** students: Per the Academic Integrity Office, you are required to complete the academic integrity tutorial. Failure to do so by week 5 will prevent you from registering in winter quarter classes!' 3) 'The following tools may answer a few of your questions:' followed by a bulleted list: '• ERC GE Listing, including approved Upper Division Writing and Regional Specialization Course Lists.', '• Click here to view approved courses to fulfill Diversity, Equity, and Inclusion (DEI).', '• For transferable courses from community colleges use <http://assist.org>'. Below this is a box containing: '• All mandatory registration fees and tuition must be paid in full prior to the first day of classes or you'll be dropped from your classes and waitlists.', '• "W" policy: Academic regulations permit only one "W" per course. If you re-enroll in this course in a future quarter, you will not be allowed to drop this course after the 4th Week deadline.', '• Read the University's Guidelines for Requesting Exceptions to Academic Senate Policies.', '• Looking to join a workshop, forum, or group for personal growth and make new friends? Take a look at the CAPS website.' At the bottom, it states: 'Our office is open 8 AM - 12 PM and 1 PM - 4:30 PM, Mondays through Fridays. We are closed on the weekends and university holidays.'

If your grades place you on Academic Probation or Subject to Disqualification, you'll receive a notice in the VAC outlining your next steps under the **"Academic Notice"** tab at the top of the homepage.



If you'd like to receive text messages regarding any responses to VAC questions, initiated contacts from academic advisors, academic notices posted to your VAC, or advising appointment reminders, you can update your information under the **"Notification Preferences"** tab at the top of the homepage.



We hope this tutorial helped you learn more about the VAC and how to use it. Thanks for watching!