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.
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.
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.
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.
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.
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.
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!