

# Advisor Connect General Information for THD

## Advisor Connect Support Information

### Insight by Simplicity known on campus as Advisor Connect:

**Advisor Connect** is a web-based software application used primarily for students to schedule appointments and RSVP for workshops. Staff advisors must obtain security clearance from Enrollment Services and attend a training from the eAdvising Coordinator before granted access. Student users are granted access through SSO.

**eAdvising Coordinator:**

Daniel Gleason  
eAdvising Coordinator  
daniel.gleason@csulb.edu  
562-985-8099

### What does the Help Desk do if the user cannot login?

Access to Advisor Connect is gained through the use of Single-Sign-On (SSO). Login issues will almost always be result of SSO problems. Please follow protocol for SSO troubleshooting. Additional support can be found through Nicole Zylstra <Nicole.Zylstra@csulb.edu> in Enrollment Services.

### What are the basic software requirements to access Advisor Connect?

Advisor Connect will work best with the following internet browsers: Firefox, Chrome, or Safari.

### Is training provided for using Advisor Connect?

Yes, training is provided and required for professional advisors. Each advising center has a center manager who can troubleshoot common issues or gaps in knowledge about the system. The eAdvising Coordinator can provide additional training and support as needed.

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### Is there user guide for Advisor Connect?

Yes, there is a comprehensive user guide in the "Resources" tab of the platform.

### Who does the user contact if they have problems?

During normal work hours the user should first contact their Advisor Connect center manager. If further support is needed contact the eAdvising Coordinator. Student users should contact their respective advising centers first.

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### Advisor Connect Website

Visit [http://www.csulb.edu/depts/enrollment/staff\\_reference/e\\_advising/advisor\\_connect.html](http://www.csulb.edu/depts/enrollment/staff_reference/e_advising/advisor_connect.html) for more information on the program