

New Student Username Information

Username:

Usernames changed on 5/13/2019, the new format is firstName+middleInitial+last 5 digits of your ID. If you do not know your username, please visit webadvisor.cravencc.edu and click on **What's My User ID?** on the bottom right hand side of the page.

- Usernames will be the same for all platforms including WebAdvisor, Moodle, Email, Office 365, etc.

Password:

If you need to reset your password, please visit reset.cravencc.edu

- You will need your student ID number or social security number to reset your password
- If you do not know your student ID number email Admissions at admissions@cravencc.edu
 - In the body of the email, provide your full name, date of birth, address, your last high school of attendance and let them know you are in need of your Craven CC student ID number in order to reset your password

Outlook Email:

As of 5/13/2019 we use Outlook email...you can still access your old email until the end of the year. To access your **NEW** email account:

- Go to cravencc.edu
- Click on **Email** at the top of the page
- Scroll half way down the page and click on the **Outlook** icon
- For your Outlook email add **@my.cravencc.edu** after your username

Helpdesk:

If you are having trouble with any account or resetting your password, you can put in a helpdesk at help.cravencc.edu

- It will ask you for an email address – you do not have to use your school email account