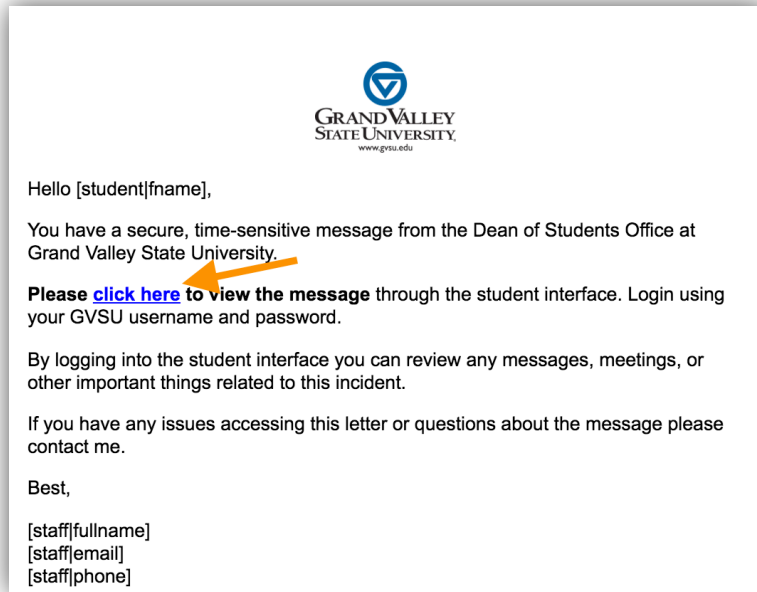


HELP WITH THE STUDENT INTERFACE

HAVING ISSUES ACCESSING YOUR LETTER(S) FROM THE DEAN OF STUDENTS OFFICE?
PLEASE FOLLOW THE SIMPLE STEPS BELOW TO TRY AND RESOLVE THE ISSUE.

1. YOU SHOULD HAVE RECEIVED AN EMAIL THAT LOOKS SIMILAR TO THE ONE BELOW:



2. YOU SHOULD CLICK ON THE BLUE HYPERLINK LABELED "CLICK HERE," WHICH WILL TAKE YOU TO GVSU'S CENTRAL LOGIN SERVICE PAGE, PICTURED BELOW:

- A. ON THIS PAGE, YOU SHOULD LOG IN USING YOUR **GVSU USERNAME** AND **PASSWORD** (HINT: THIS IS THE SAME INFORMATION YOU USE TO LOG INTO YOUR GVSU STUDENT EMAIL ACCOUNT).

The image shows a screenshot of the GVSU Central Login Service page. The page has a blue header with the GVSU logo and the text 'GRAND VALLEY STATE UNIVERSITY'. Below the header is a dark blue bar with the text 'GVSU Central Login Service'. The main content area is white and contains several sections: 'General Information' with a paragraph about login credentials, 'Designated Applications Using the Service' with a link to view designated applications, 'Trouble Logging In?' with contact information for the IT Helpdesk, and 'Reset / Change Your Password' with a link to change the password. On the right side of the page is a login form with the heading 'Enter your GVSU Network ID (e.g. smithj) and Password below.' The form has two input fields: 'Username:' with 'GVSU username' entered, and 'Password:' with a blank field. Below the fields are two buttons: 'LOGIN' and 'clear'. Two orange arrows point from the 'Designated Applications Using the Service' section to the login form.

3. After logging in, you should see the screen below and have access to view any letters, meetings, sanctions that are connected to you.

The screenshot displays the ADVOCATE web application interface. At the top, there is a navigation bar with the following tabs: Home, Calendar, Conduct, Letters, CARE Network, Surveys, and My Account. An orange arrow points to the 'Letters' tab. Below the navigation bar, the main content area is divided into two columns. The left column features a 'To-Do List' section with the text 'Currently, there is no to-do item'. The right column contains a 'Letters' section with a yellow background, showing a single letter: 'FOLLOW UP FROM GVSU' dated 'August 15, 2016 10:14 AM'. Below the letter is a link that says 'MORE LETTERS >'. Underneath the 'Letters' section is a 'Policies' section with two items: 'Code Of Conduct' with a link 'Click Here For Code Of Conduct' and 'Housing Policies' with a link 'Click Here For Housing Policies'. At the bottom of the page, there is a footer with the ADVOCATE logo on the left and a link to 'Symplicity Privacy Policy' on the right.

NOTE: IF YOU ARE STILL EXPERIENCING ISSUES WITH ACCESSING YOUR SECURE LETTERS, PLEASE CONTACT THE INDIVIDUAL THAT SENT YOU YOUR INITIAL EMAIL.