How to Opt-out of EduNav and Register from WebAdvisor

If you are having difficulty registering through EduNav, our support team is ready to assist you. Support is open Monday through Friday from 6am to 9pm Pacific time. However, if you are having difficulty registering through EduNav, you may choose to opt out of EduNav. Opting out means that, when you click on the Register and Drop Classes link in MyPortal or WebAdvisor, you’ll go to the WebAdvisor page, not EduNav, for the rest of summer and fall 2020 registration.

To opt out, you’ll need to work with EduNav Support during their working hours. If you reach them after hours, you can still request to be opted out, and they will reach out to you—usually through EduNav chat—the next time they are open.

Follow these steps to opt-out of EduNav.

1. Launch EduNav from either MyPortal or WebAdvisor by clicking on the Register and Drop Classes link. You will be redirected to EduNav, and you will see the main EduNav screen.

2. Click the blue Chat balloon in the lower right corner to open the Chat window. In the Chat window, you’ll see a number of options. Click Registering, Dropping, or Swapping Classes.
3. Ask to be opted out of EduNav by typing in the text box. You’ll be connected to a live EduNav support representative, who will work with you to resolve your issue. If EduNav cannot solve the problem, they’ll opt you out. This process usually takes 2-5 minutes.

4. Your EduNav support representative will tell you when the opt out is complete. At that point, you should:
   a. Quit out of EduNav
   b. Go back to either WebAdvisor or MyPortal, and
   c. Click on the Register and Drop Classes link: you’ll now go to WebAdvisor, where you can complete your registration.

Once you are opted out of EduNav, you’ll stay opted out for the rest of the summer and fall 2020 registration periods.