

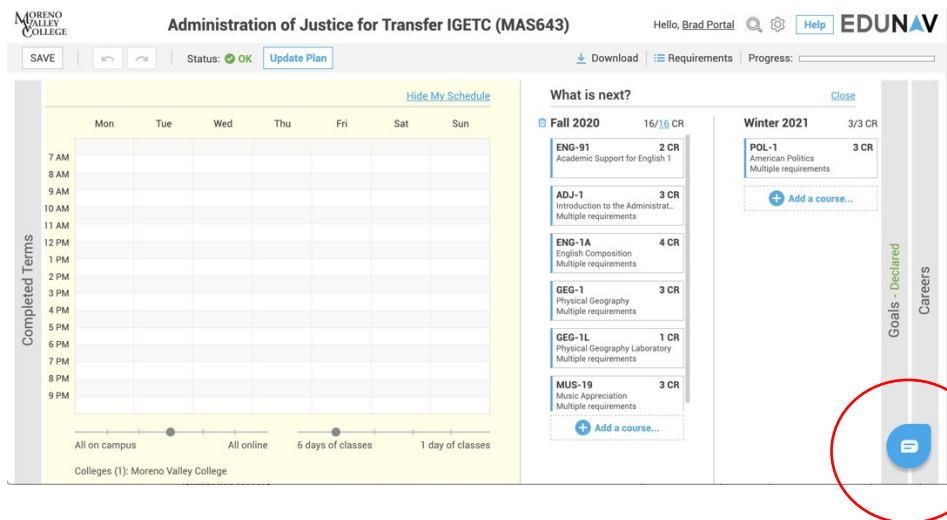
How to Opt-out of EduNav and Register from WebAdvisor

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.

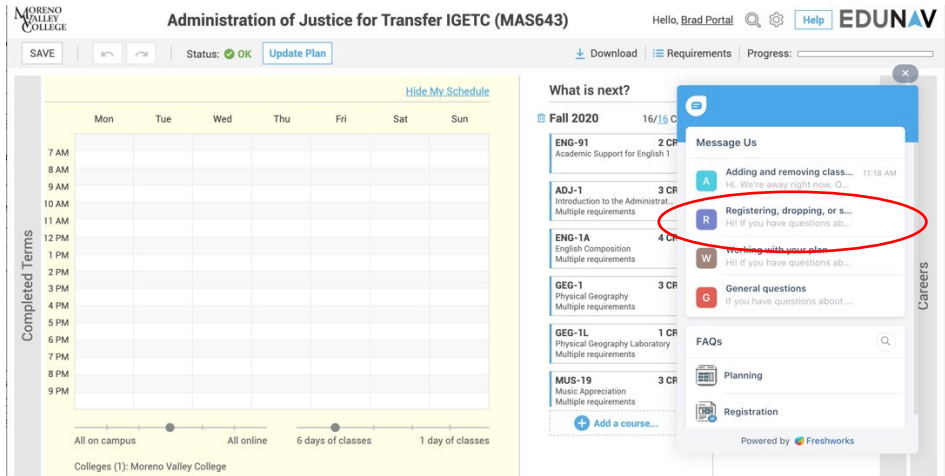
Follow these steps to opt-out of EduNav.

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.

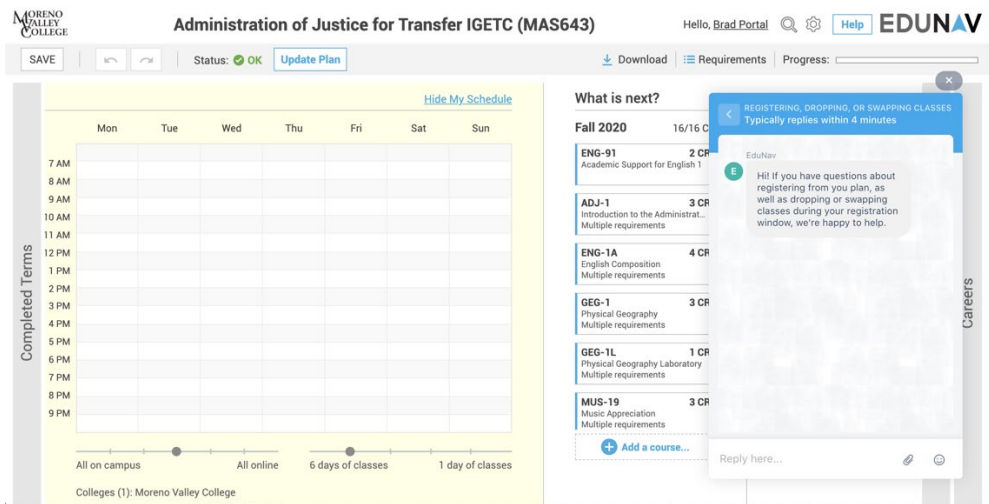


The screenshot displays the EduNav interface for Moreno Valley College. The top navigation bar includes the college logo, the course title "Administration of Justice for Transfer IGETC (MAS643)", the user name "Hello, Brad Portal", and a "Help" button. Below the navigation bar, there are buttons for "SAVE", "Status: OK", and "Update Plan". The main content area is divided into three sections: a course schedule grid on the left, a "What is next?" section in the middle, and a vertical sidebar on the right. The sidebar contains a blue chat balloon icon, which is circled in red. The chat balloon icon is a blue circle with a white speech bubble inside. The sidebar also includes links for "Goals - Declared" and "Careers".

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.