Table of Contents

About S.O.S. …………………………………………………………………………………………… 2

Getting Started………………………………………………………………………………………… 2

First Time Login………………………………………………………………………………………… 2
External Resource Logins ……………………………….. 3

Using S.O.S. …………………………………………………………………………………………… 3

Personal Information ……………………………………….4
    Change Password
Scheduling Classes ………………………………………. 5
    Manage my Schedule
    Search for Classes
    Class Search Results
Academic Information ……………………………………… 6
    View my Grades
    Official Grade Card
    View my Transcript
    Request an Official Transcript
Financial Information ……………………………………… 7
    Financial Aid Status
    View Account Status
    Finalize/Pay Online
Online Resources …………………………………………… 9
    CareerLink
    Email
    OASIS
    BlackBoard (online classes)
    Libraries
    CEP (Career & Education Plan)

Help …………………………………………………………………………………………………………. 9

Frequently Asked Questions (FAQs) ………………………………………………………………. 10

For help with SOS functionality, email: StudentOnline.Services@davenport.edu

If you find discrepancies with SOS content (grades, transcripts, financial aid status, etc) please contact your advisor or email Davenport.StudentServices@davenport.edu
About S.O.S.
Student Online Services, or S.O.S., gives you single-login access to your personal academic and administrative records at Davenport, plus other external resources available through DU. Within this password-protected area you can:

- Search, register, and drop classes (before finalizing);
- Pay for and finalize your classes;
- View your office grades and request a transcript;
- Check your financial aid information;
- Access online services such as your student web mail, CareerLink, online classes, DU library services and databases; and
- Receive important announcements and alerts from your campus and the university.

Getting Started
We recommend you use Internet Explorer 5.0 or later with JavaScript and Cookies enabled.

First-time Login
1. Go to [www.davenport.edu](http://www.davenport.edu) and click on Current Student Tab.
2. Enter your nine-digit Student ID (not your soc. sec. #) in the User Name box and your date of birth (YYMMDD) in the Password box.
   <i>If you don’t know your Student ID, use the Lookup tool.</i>
3. Press the Submit button.
4. After logging in the first time, you will land on a page asking you to change your six-digit password. Enter and confirm your new password.
   <i>Note: your password will be case sensitive - all caps, all lower case, mixture of both, etc.</i>
5. Press the Submit button.

*If your Student ID Lookup results fail, make sure you typed your social security without hyphens and your date of birth in the YYMMDD format. If it still doesn’t work, contact your advisor.*
External Resource Logins
To activate the single-login capabilities of S.O.S. to reach CareerLink - you will be asked to verify your most recent login for that service. Once this has been completed your S.O.S. login will give you direct access to this account. So simply enter your date of birth (YYMMDD) in the Password field.

Blackboard – Online Classes: Single login will not be available for online classes until further notice. Please use your current Blackboard login to enter your classes

Important Note: If you change your password while using CareerLink or Email, you will need to re-verify that same change within S.O.S.. Just click on Re-verify CareerLink or Email Logins within the Online Resource module of S.O.S..

Using S.O.S.
When you have reached your personal home page within S.O.S., you can now access services and take actions contained in six major modules:

Personal Information
- Displays your current DU student record information
- Edit your personal information
- Change your S.O.S. password
- Email SOS Help Staff
- Log Out

Scheduling
- Manage and view your schedule
- Search and register for classes
- View Wait List status

Academic Information
- View your grades
- Official Grade Card
- View your transcript
- Request an official transcript

Campus Announcements
- Read alerts and announcements from your campus or the university
- Customize and select types of announcements you’d like to receive

Financial Information
- See financial aid status
- Finalize/pay online
- View your accounts

Online Resources
- Access CareerLink job and resume bank
- Get or send email
- Login to your online classes in Blackboard
- Access library databases
- Link to FAFSA site
- Complete your CEP plan
Personal Information

Edit Personal Information
Using this form, you can submit changes to your student records. The only records that you cannot submit with this automatic form are a name change, a change in major, and your campus of record. Those changes must be requested through your advisor.

Change Password
Use this form to change your S.O.S. password. Your user name remains your 9-digit student I.D and your password must be six digits/characters. Note: your password will be case sensitive - all caps, all lower case, mixture of both, etc.
Scheduling

Manage My Schedule
On this page you can:
• View your current and future class schedules by choosing from the Semester drop down box;
• Add classes by clicking on the Add a Class link; and
• Drop classes by using the Drop link on your schedule.

Search for Classes
This convenient class search tool allows you to refine your class searches by selecting a number of variables in your search:
• Semester
• Location
• Class Format
• When a class is held
• Course type

If you prefer to search the class schedule by instructor name – you can do that too!

Class Search Results
After your search results appear you can perform the following actions right from this page:
• Link to the course description by clicking on the course number.
• Add the course to your schedule by clicking on Add Class.
• Place yourself on the Wait List for a class that is now full.
Academic Information

View My Grades
Here you have the ability to go back one year to view your grades and current grade point average. This is a quick view of your grades that have not yet been transcripted. For your Office Grade statements, see below.

Official Grade Card
You now “receive” your grades more conveniently and sooner than ever before by accessing them through SOS. The report is “printer friendly” so you can print multiple copies for employer reimbursement or for your personal records. Grade cards no longer are mailed to your home.

To get your grades through SOS, you simply go to the Academic Information box 2-3 days after your classes end.

If you cannot use or access the online version, you can get copies of your grade report from your campus Records/Registrar Office.

View My Transcript
Here you can view your entire transcript including:

- Transfer courses/credit from other schools
- Davenport courses and credit earned broken out by semester/term.
- Summary of your GPA and credits earned.

You can also print this page for reference, but if you need an official transcript to be sent to an employer, for example, you must ask for one by completing the Request an Official Transcript form below.
**Request an Official Transcript**  
When you take this link from S.O.S you will be asked to complete this **form** and fax or mail it to the registrar at your location. This cannot be done online because the federal government does not recognize electronic signatures and you must sign the form in order to have the transcript mailed.

**Financial Information**

**Financial Aid Status**

When you access this tool, you’ll be instructed as to what financial forms or actions you still need to take to complete your file.
View Account Status
This graph shows you your financial status with Davenport, including a convenient Current Balance item at the top of the form.

Finalize/Pay Online
This function allows you to finalize your class schedule and pay your balance online using a credit card. (View your balance.)
- Pay your account balance and finalize your class schedule in one easy step.
- If you don’t have an outstanding balance, you can still finalize online simply by clicking the “Finalize” button at the bottom of the form.
- If you do have an outstanding balance, you can only finalize online if you pay the entire balance.

Notes:
- If you have an outstanding balance back one semester, you may pay the current and previous semester balances in full online. If you have a balance that goes back more than one semester, you cannot finalize or pay online.
- Be sure to print a copy of your receipt.
Online Resources

The Online Resources module links you to services within DU and to outside external DU resource partnerships. Simply click on the link you want to access and you will automatically be logged in to your current account for:

- CareerLink
- Davenport Email account
- DU Library databases
- OASIS – online class information
- SOS Guide
- CEP – Career & Education Plan
- FAFSA

Note: Blackboard online classes cannot be entered directly from your S.O.S. login at this time. It does require you to use your current login for online classes.

Help

If you have questions about S.O.S. functionality, please email: StudentOnline.Services@davenport.edu.

If you have questions about specific content displayed in S.O.S, please contact your advisor or email Davenport.StudentServices@davenport.edu.
Frequently Asked Questions (FAQs)

PASSWORD, USER NAME and LOGIN QUESTIONS

I don’t know my SOS password. Can you tell me what it is?
We will email you your SOS Password after you have provided us with the following information: your Student ID#, last 4 digits of your social security number, and the last 4 digits of your home phone number. Email to SOS Tech Staff at: StudentOnline.Services@davenport.edu.

I don’t know my CareerLink password. Can you tell me what it is?
Go to http://davenport.erecruiting.com/er/security/password_reminder.jsp and enter your user name, which is davun plus your student ID (example: davun012345678). Your password will then be e-mailed to your associated account.

I’ve never used my student email account before. What is my email address?
Your DU email address can be found under the “Edit my Personal Information” section of SOS, it is listed under DU Email – for example: JoDoe@students.davenport.edu
Note: If you do not find an email address after DU Email, it may be because you have not attended Davenport for the past two semesters and email accounts are reserved for current students only. Also – if you do find an email address listed, but the link to email does not work, that may mean that your account has been deactivated because you have not attended DU the past two semesters. When you return to DU for classes, your account will be reactivated.

Why can’t I login to my online classes in Blackboard directly from SOS like I can CareerLink and Email?
This feature will be available when we upgrade in the future. In the meantime, you will need to continue to use your current Blackboard login for your online classes.

ERROR MESSAGES

I keep getting a “scheduling conflict” error message when I know that I don’t have another class at this time! WHY?
The S.O.S portal has been programmed to not allow overlap in classes. Therefore, when you have one class ending at 8:00 p.m. and another starting at 8:00 p.m. a conflict occurs. A solution to this problem is underway, but in the meantime you should contact your advisor to force the class into your schedule.

It keeps telling me that I do not have the necessary prerequisites when I know I do! WHY?
Please check with your advisor regarding this issue. It may be the result of DU’s recent conversion from terms to semesters at many of our campuses. Your advisor can straighten out your records and schedule you manually for the class if indeed you do meet the prerequisites.