



HOW TO SETUP FIRST-TIME PASSWORD OR RENEW EXPIRED PASSWORD



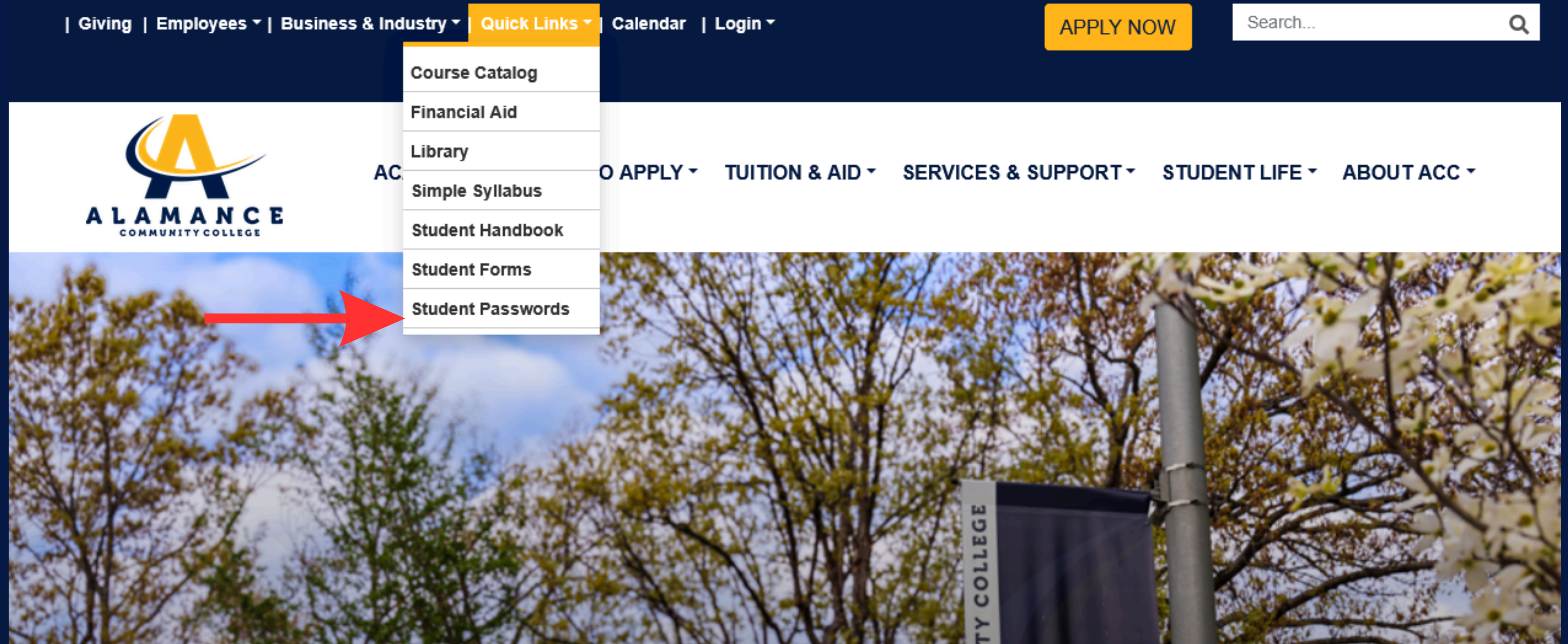
Step 1

Locate your welcome letter within the email associated with your *ACC application*, then you will *find your student ID and username* where you will have access to all of your student accounts.



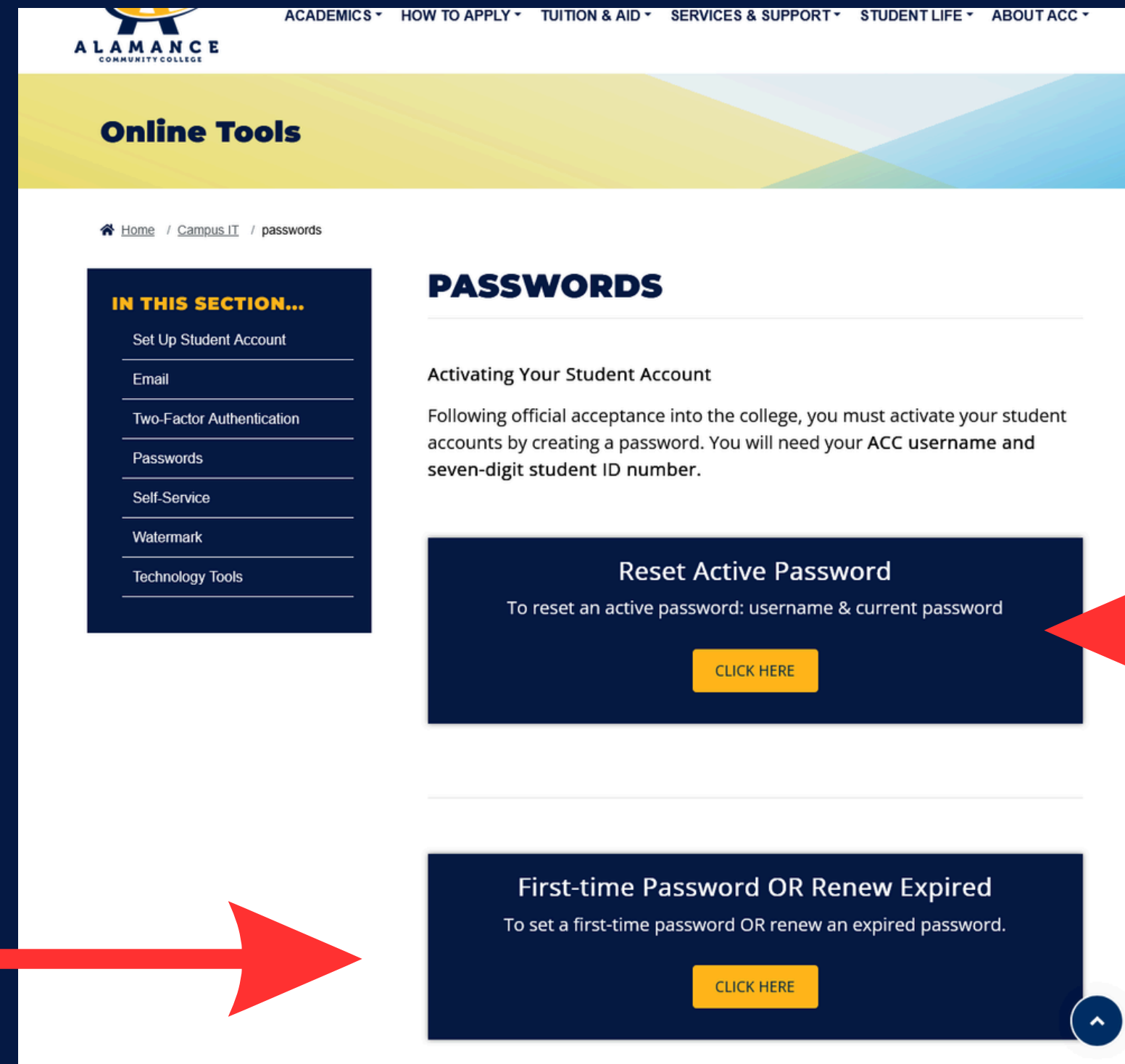
Step 2

Go to www.alamancecc.edu/, then in the top left corner click on *quick links* and select “*student passwords*”



Step 3

Once you are on the *students passwords tab* you will see two different options of password activation: Reset Active Password and First Time Password or Renew Expired. You will select the option that matches if you are a *returning student, new student or current student*.



If you are a current student resetting an active password that needs to be changed please select *“Reset active password”*

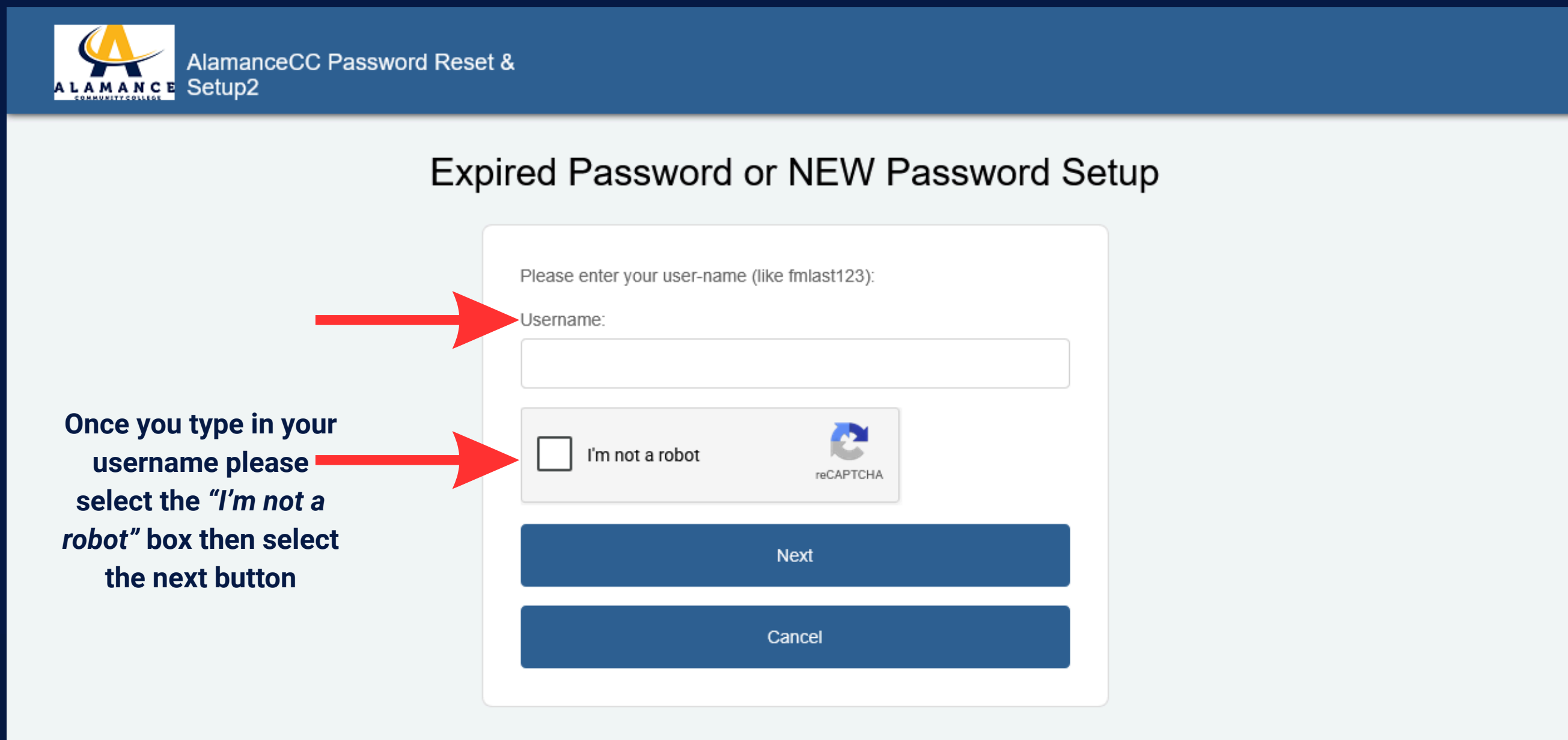
Select this feature if this is your *“first time at ACC or you are a returning student”*

Step 4

If you select the *“First-time Password OR Renew Expired”* you will be taken to this site. Enter your username from your welcome letter the first initial of your first name and first initial of your last name and your full last name with the last 3 digits next to your username.

Example: DqDuck123

Donald Quack Duck



The screenshot shows the AlamanceCC Password Reset & Setup2 page. The page title is "Expired Password or NEW Password Setup". The form contains the following elements:

- A header bar with the AlamanceCC logo and the text "AlamanceCC Password Reset & Setup2".
- A heading "Expired Password or NEW Password Setup".
- A prompt: "Please enter your user-name (like fmlast123):".
- A "Username:" label above a text input field.
- A checkbox labeled "I'm not a robot" with a reCAPTCHA logo to its right.
- A "Next" button.
- A "Cancel" button.

Two red arrows point to the "Username:" label and the "I'm not a robot" checkbox. To the left of the form, text reads: "Once you type in your username please select the 'I'm not a robot' box then select the next button".

Step 5

Type your *first and last name*, then locate your *student ID* via your *welcome letter*.
Lastly, type your *birth date full month, year and day in the format listed*.



Welcome **Donald Duck** ,

Thank you for submitting your application to Alamance Community College. We are excited you have chosen ACC, and we cannot wait to be part of your journey.

Your student ID number and username, are listed below:

Student Id 0979482

Username: Dqduck123@alamancecc.edu

Set up your ACC student Account

Your ACC student account will give you access to email, Moodle (online classes platform), and Self-Service (your student portal).

You will need your *student ID number and username*.

You can view your advisor's contact information in Self-Service and your advisor can assist you with registration.

7 Digit student ID that you will need
Tip: Write your student ID now for future reference for other student services

Expired Password or NEW Password Setup

Please answer the following questions:

Question: What is your First Name ?
Answer:

Question: What is your Last Name ?
Answer:

Question: What is your 7-digit Student/Colleague ID number (Ex: 0123456) ?
Answer:

Question: What is your birthdate in 8 digit format YYYYMMDD? (Ex: January 7 1996 would be: 19960107) ?
Answer:

Next

Cancel

Step 6

Now that are at the final step before completion create a password that has the following requirements below

Expired Password or NEW Password Setup

Your password must not contain the any part of your name.

Your password must have at least:

- ✓ 8 Characters
- ✓ 1 Letter
- ✓ 1 Number

New password:

..... Strong 

Confirm password:

..... Match 

☒ Unlock my account

Resetting password

Cancel

Final Step

Once you have created your 8 digit password you have successfully created your ACC password.

Password Changed

Congratulations! Your password has been changed successfully.

Finish

Please Note

Remember to keep your password in a safe place for future reference. Passwords will expire every 90 days. Password expiration notification messages will only be sent to your ACC email account not any personal email on file.

If any of these steps gave you an *error message* please reach out to ACC Support Desk at 336-578-2002 (ex. 4011) or go on the Alamance Community college homepage, in the top left corner under employees the drop down will show help desk ticket then your login with your school email if you can or personal email that you have access to. If you use a Gmail email ACC support correspondence could be in your spam folder so periodically check your spam folder.

