

myHancock Passwords

Forgot Password Options

Remember: Passwords are case sensitive (capital and lowercase letters must be entered precisely). Forgot your password? You have a few options.

Click on the *Failed Login?* link.



Option 1: If you receive the **Failed Login** error message *username/password pair not found* and believe that you have entered the correct pair, try the following:

Failed Login

ERROR: *username/password pair not found*

[Click Here](#) to re-enter your username and password.

If you need assistance, contact your system administrator.

Enter the default password instead. The default password is in the format: Ahc!YYYYMMDD

YYYY is the year you were born
MM is the month you were born
DD is the day you were born

If you are successful logging in with the default password, click on **My Account** link in the upper left of the screen to change the password to one of your own choosing.

Note: If you have not yet set up your secret questions you will see the message below, and you cannot use the Failed Login? link. You need to return to the myHancock Login page and use one of the other options listed.

Secret Questions and Answers Not Setup

Secret questions and answers have not been setup for the supplied login identifier.

[Click here to return to the login screen.](#)

If you are still not successful logging in when using the default password, you have three options:

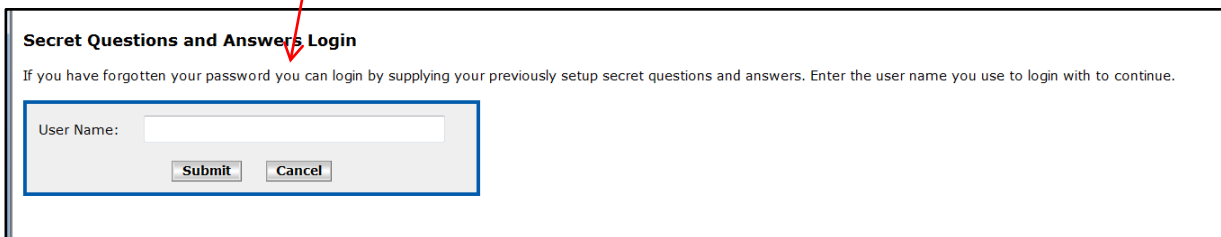
Option 1: Click **Forgot Password?** If you remember the answers to your secret questions.

Option 2: If you are a student, click **Find Username / Reset Password** to retrieve your username and get a temporary password.

Option 3: Click on **Still having problems logging in?** and complete the form for further assistance.

If you have set up your secret questions you will see the message below:

Type in your user name and click the  button.



Secret Questions and Answers Login

If you have forgotten your password you can login by supplying your previously setup secret questions and answers. Enter the user name you use to login with to continue.

User Name:

1) You will be presented with your secret questions. Type in the answers and click the button.

Answer Your Secret Questions

Please answer the questions below in the same way as when you set up your secret questions and answers.

Keep the following in mind when answering the questions:

- You must supply correct answers for at least 2 of the questions.
- The answers are not case sensitive (answers that differ only in upper and lower case characters are considered valid).
- Whitespace in answers is not significant (a different number of space characters may be supplied than at setup time).

Questions	Answers
my dog	<input type="text"/>
my car model	<input type="text"/>

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2) If you typed in the correct answers, you will see the screen below. Click the button.

Secret Questions Answered Correctly

You answered your secret questions correctly. Click the Login button to continue.
You will be required to change your password when logging in.

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If you are still not successful logging in you have other options:

Option 2: Click **Find Username / Reset Password** to retrieve your username and get a temporary password.

Please type your first and last name EXACTLY as submitted on your admission application and use the format shown for your birthdate. Click on Lookup. If you have not yet submitted an application, please complete a [Credit Admission Application](#), if enrolling in credit classes, or a [Community Ed \(Spectrum\) Admission Application](#) if enrolling in non credit classes.

Find User Name / Reset Password

All fields are required.

First Name

Last Name

Birthdate (mmddyyyy)

Last 4 Digits of SSN

This is what will be given to you:

Your myHancock User Name is: **spike.bulldog**

Your myHancock Password has been reset to: **Yfhi7Ctm**

Please return to the Login Screen and type your user name and temporary password exactly as they appear above. Do not copy and paste the password (it will add a space to the end of the password).

After you enter in your user name and temporary password you will see the message below and enter in a new password of your own choosing and re-enter it to confirm.

Password Expired

Please provide a new password.

New password:

Confirm New password:

Password Rules

- Length must be 6 or greater
- Length must be 20 or less
- Must contain at least one letter
- Must contain at least one digit

Click the  button.

If you do not have a social security number, you will receive your login information in person at the Admissions and Records Office. Please provide a photo ID when visiting the Admissions and Records Office.

Option 3: Click on **Still having problems logging in ?**

Login Problem

Your Name:

Your Email Address:

Confirm Email Address:

I am a Student Employee Note: Selecting an incorrect choice will increase response time because your message will have to be forwarded to the proper department.

Your Birthdate: Why do we need your Birthdate?

Please enter your User Name and Password Below.
Enter them EXACTLY the same way that you are entering them on the myHancock Login Screen.

User Name:


Password:

Your Message:

You have 500 characters remaining for your Message...

obloner was


Type the two words:


stop spam.
read books.

HI\myHancock Passwords Guide

Complete the Login Problem form. Use your personal email address not your Hancock email address. Supply the user name and password that you are trying unsuccessfully to use.

If you cannot read the **Captcha** words, click on the refresh button to get new words. Captcha is a type of challenge-response test used in computing to ensure that the response is not generated by a computer.

Click the  button.

Your email will be read in the order it is received during normal business hours and a response will be emailed to you.

This option should be used only if the other options are unsuccessful.