

myHancock Quick Start

What is a portal?

A portal is a gateway to all college Web-based services for students. *myHancock* is the name of the portal for Allan Hancock College. myHancock gives you access to your student information and services 24 hours a day.

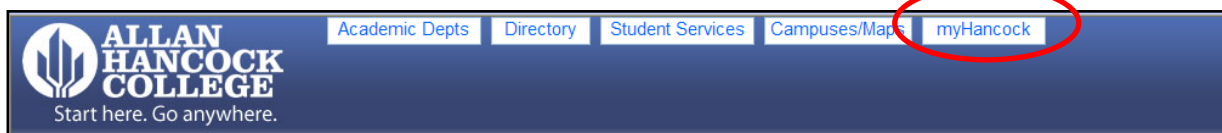
Start Here...

myHancock is your starting point to:

- Search for classes
- Register, add or drop classes
- Check your Hancock email
- Receive important messages
- Look-up faculty email addresses
- Access your student account (balance and payment history)
- Look up records (unofficial transcript, grades, financial aid, etc...)
- Complete financial transactions

How do I log in?

Open the portal by clicking *myHancock* on the college homepage.



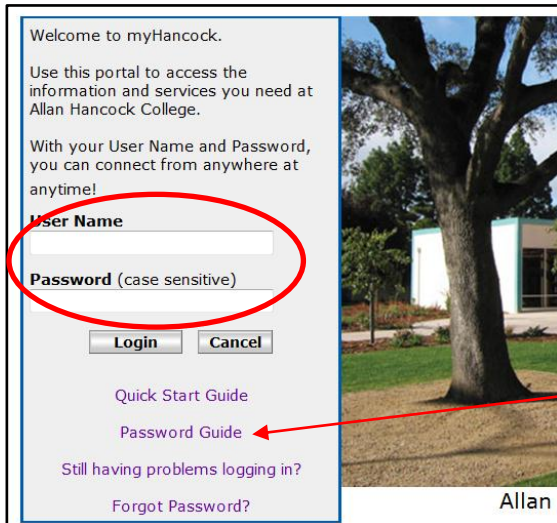
Or go directly to the Web site: <http://my.hancockcollege.edu>.

Bookmark it! You can access myHancock from most computers and some newer mobile devices with internet access.

Step 1: Log in

Important: This information does not apply to your Blackboard log in. All previous myHancock log in accounts were changed as of March 18, 2010.

- a) Enter your user name and password. Click the button.



Welcome to myHancock.

Use this portal to access the information and services you need at Allan Hancock College.

With your User Name and Password, you can connect from anywhere at anytime!

User Name

Password (case sensitive)

[Quick Start Guide](#)

[Password Guide](#)

[Still having problems logging in?](#)

[Forgot Password?](#)

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First-time user?

You will receive a user name and password when you complete the admissions application.

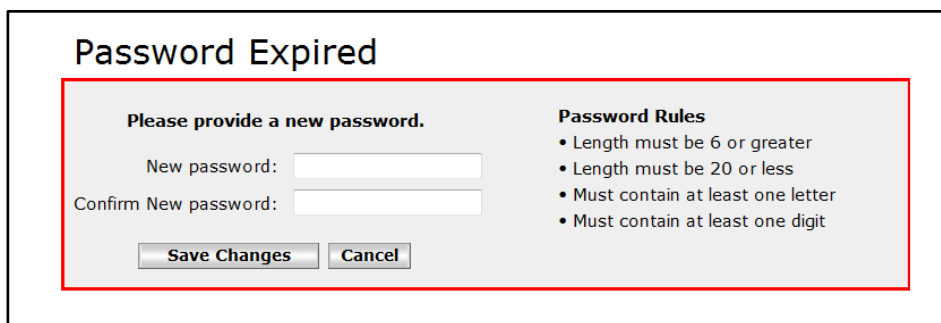
Forgot your password?

Click on the *Password Guide* for more information.

Step 2: Password

When you log in for the first time or your password has been reset back to the default, you will see the following screen.

- a) Enter a new password and then retype to confirm. You must follow the Password Rules for the password to be accepted. Click the button.



Password Expired

Please provide a new password.

New password:

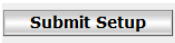
Confirm New password:

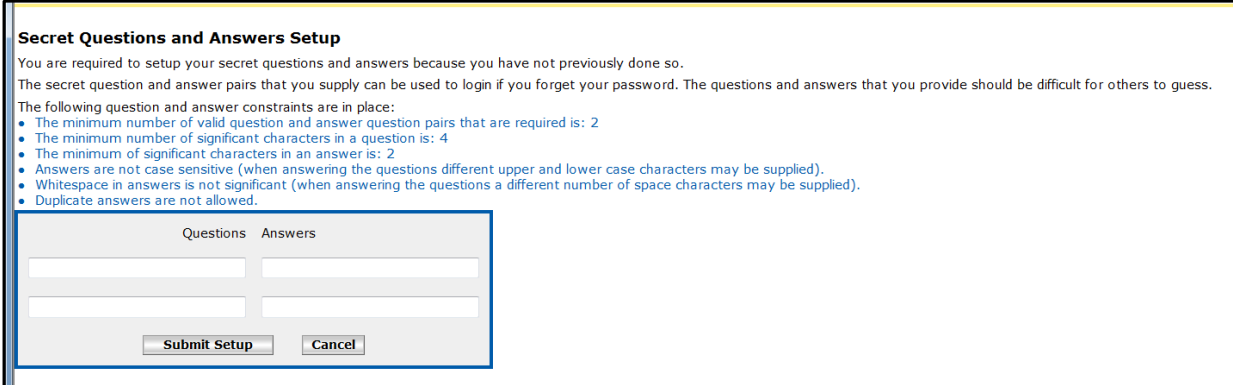
Password Rules

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

Step 3: Secret Questions

When you log in for the first time, you will see the following screen.

- a) Enter two secret questions of your own choosing with the corresponding answers. Please note the listed constraints. Click the  button.



Secret Questions and Answers Setup

You are required to setup your secret questions and answers because you have not previously done so.

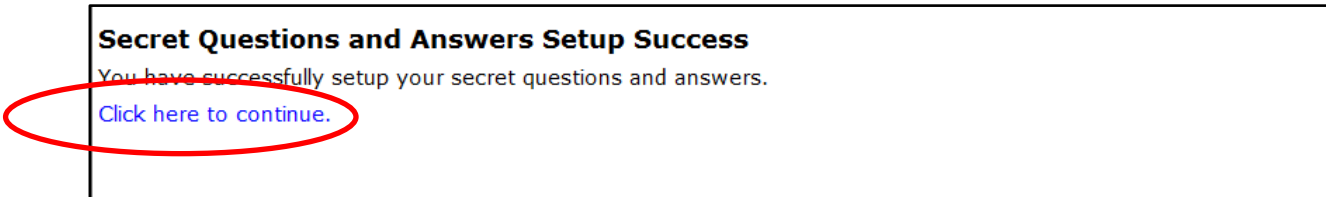
The secret question and answer pairs that you supply can be used to login if you forget your password. The questions and answers that you provide should be difficult for others to guess.

The following question and answer constraints are in place:

- The minimum number of valid question and answer question pairs that are required is: 2
- The minimum number of significant characters in a question is: 4
- The minimum of significant characters in an answer is: 2
- Answers are not case sensitive (when answering the questions different upper and lower case characters may be supplied).
- Whitespace in answers is not significant (when answering the questions a different number of space characters may be supplied).
- Duplicate answers are not allowed.

Questions	Answers
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

- b) You will see the following screen when successful. Click the link [Click here to continue.](#)



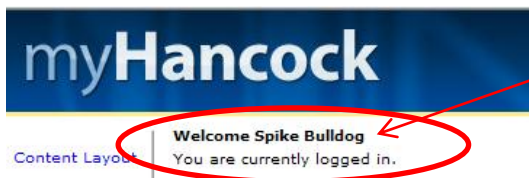
Secret Questions and Answers Setup Success

You have successfully setup your secret questions and answers.

[Click here to continue.](#)

Step 4: Get acquainted

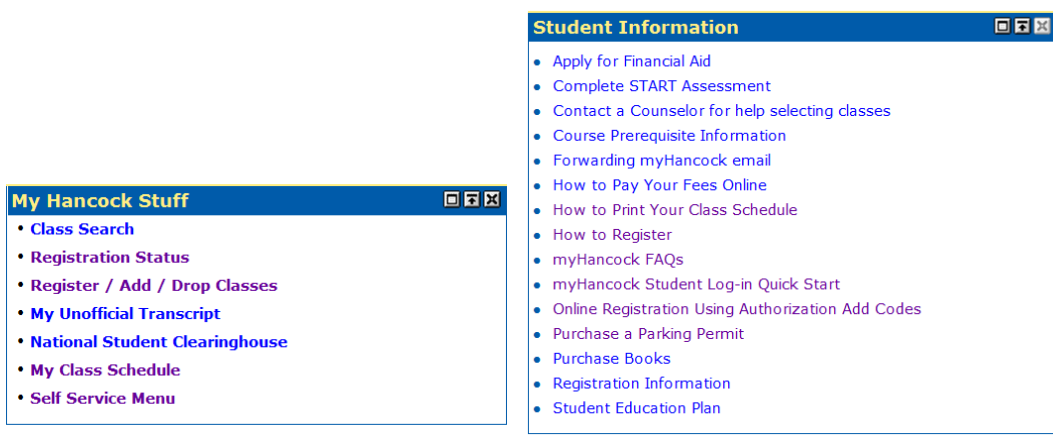
- a) When you log in, you should see the welcome message with your name, just below the myHancock graphic.



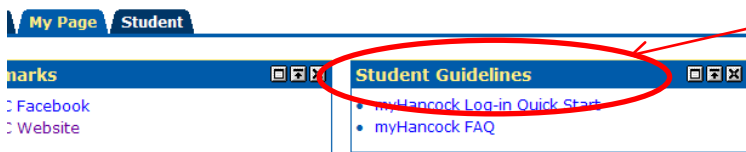
b) myHancock is arranged in a series of “tabs” or pages.



Each tab contains “boxes” called channels. Channels are used to organize information, such as your class schedule, information and your student account.



c) The My Page tab contains a list of the additional channels you can add. It also contains guidelines for your reference.



Step 5: College Email

When you completed your admissions application, you were given an Allan Hancock College email account.

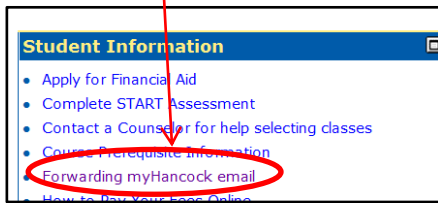
Your Allan Hancock College email account is username@my.hancockcollege.edu

This is the only email account that will be used by the college and your instructors to communicate with you. Waitlist and Blackboard information, important announcements, etc. will be sent to this email address. It is important that you check your Hancock email often.

a) Click on the *E-mail* icon in the upper right of the myHancock portal after you log in to access your Hancock email.



- b) If you would prefer that these emails are forwarded to a personal email account, follow the instructions on the Student tab (page) in the Student Information channel.



Step 6: Log out when you are done

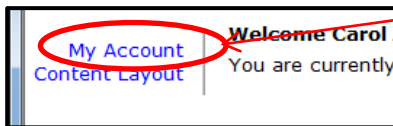
- a) Click the *Logout* icon in the upper right corner to end your session in the portal. This is very important to protect your personal information!



- b) If the portal detects no activity for 30 minutes, it will automatically log you out.

Change Password

- a) If you wish to change your password, click on *My Account* link in upper left side of the screen.



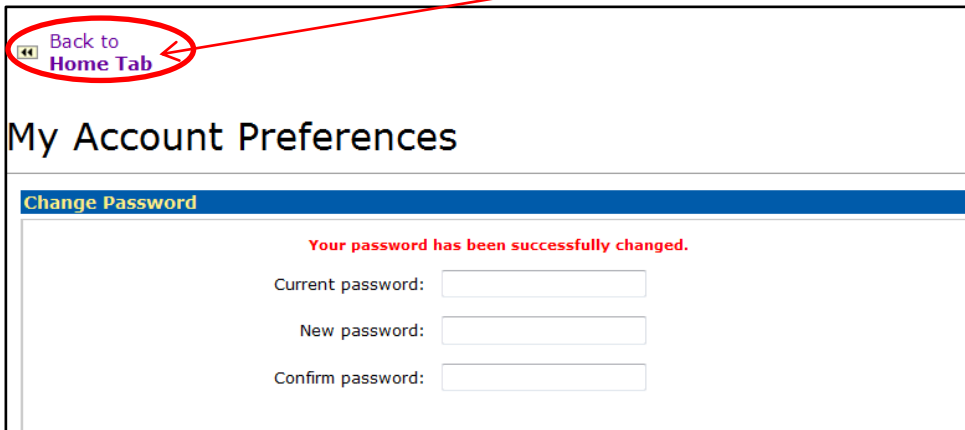
- b) Type your current password and the new password twice. You must follow the Password Requirements for the password to be accepted. Click the **Save Changes** button when done.

A screenshot of the "My Account Preferences" page. The "Change Password" section is highlighted with a red circle. It contains three input fields: "Current password:", "New password:", and "Confirm password:". To the right, the "Password Requirements" are listed:

- The password length must be 6 or greater.
- The password length must be 20 or less.
- The password must contain a letter.
- The password must contain a digit.
- The password must not contain any of these special characters: % ^&,;:'<>{}[]
- Additional password complexity requirements for Faculty and Staff:
 - Your password must not contain the user's entire Account Name or entire Full Name. The Account Name and Full Name are parsed for delimiters: commas, periods, dashes or hyphens, underscores, spaces, pound signs, and tabs. If any of these delimiters are found, the Account Name or Full Name are split and all sections are verified not to be included in the password. There is no check for any character or any three characters in succession.
 - Your password must contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (for example, !, \$, #)

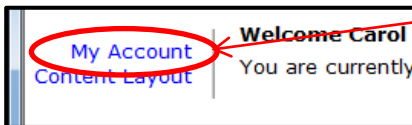
 At the bottom of the page, there are "Save Changes" and "Cancel" buttons. A red arrow points from the text above to the "Save Changes" button.

c) If successful, click the *Back to Home Tab* link.

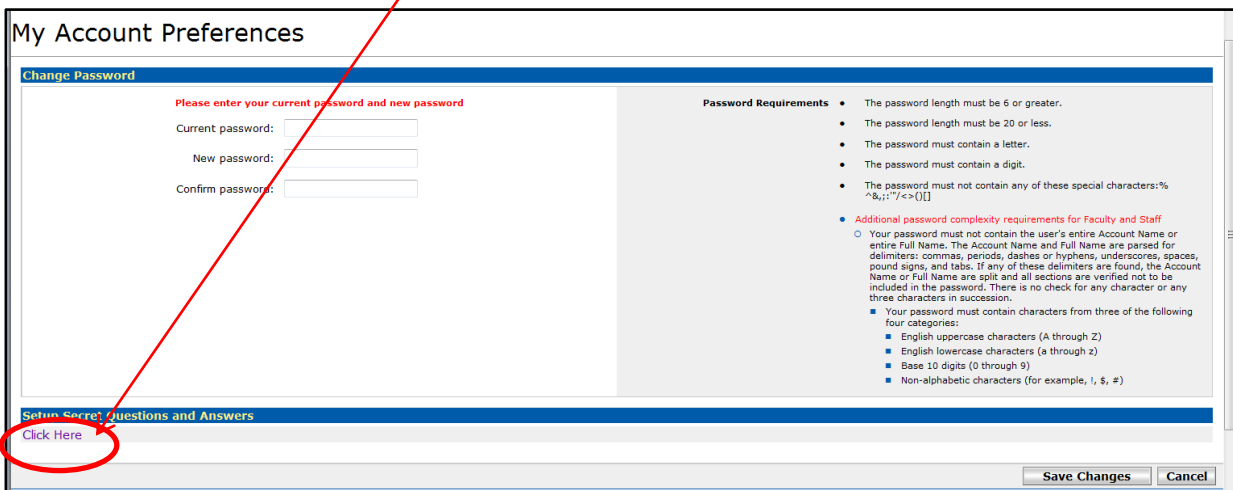


Change Secret Questions

a) If you wish to change your secret questions, click on *My Account* link in upper left side of the screen.



b) Click on the link [Click Here](#) under Setup Secret Questions and Answers.



c) Type in your current password.

Secret Questions and Answers Setup
You have chosen to setup your secret questions and answers. You must supply your login password to authenticate your setup. Your existing secret questions and answers setup will be replaced with the new setup that you submit.
The secret question and answer pairs that you supply can be used to login if you forget your password. The questions and answers that you provide should be difficult for others to guess.
The following question and answer constraints are in place:
• The minimum number of valid question and answer question pairs that are required is: 2
• The minimum number of significant characters in a question is: 4
• The minimum of significant characters in an answer is: 2
• Answers are not case sensitive (when answering the questions different upper and lower case characters may be supplied).
• Whitespace in answers is not significant (when answering the questions a different number of space characters may be supplied).
• Duplicate answers are not allowed.

Login Password:

Questions: Answers:

d) You cannot edit your secret questions and answers. You need to supply both questions and answers again.

e) Click the button when done.

f) If successful, you will see the following screen. Click the button.

Secret Questions and Answers Setup Success
You have successfully setup your secret questions and answers.

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g) You will be presented with this screen. Click the [Back to Home Tab](#) link.

[Back to Home Tab](#)

E-mail Group Calendars Groups Logout Help

My Account Preferences

Change Password

Please enter your current password and new password

Current password:

New password:

Confirm password:

Password Requirements

- The password length must be 6 or greater.
- The password length must be 20 or less.
- The password must contain a letter.
- The password must contain a digit.
- The password must not contain any of these special characters: % ^ & ; ' / < > () []
- Additional password complexity requirements for Faculty and Staff
 - Your password must not contain the user's entire Account Name or entire Full Name. The Account Name and Full Name are parsed for delimiters: commas, periods, dashes or hyphens, underscores, spaces, pound signs, and tabs. If any of these delimiters are found, the Account Name or Full Name are split and all sections are verified not to be included in the password. There is no check for any character or any three characters in succession.
 - Your password must contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (for example, !, \$, #)

[Click Here](#)

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