

## **myHancock FAQs**

- 1. What is a portal? What is myHancock?**  
The portal is a gateway to all college Web-based services. myHancock is the name of the Allan Hancock College portal. Based upon your login, the portal recognizes your role (i.e., student, faculty, staff, etc.) and displays tabs and channels accordingly.
- 2. Why does myHancock look different?**  
A new version of your myHancock student portal was launched summer 2010 as part of the new Banner student system. This new system is available 24/7 for you to access the services and information you need, including your Hancock email, registration, payments, schedule adjustments, grade search, financial aid, transcripts and more.
- 3. Who can use myHancock?**  
All students who have enrolled in credit or community education classes since summer 2009 have been given a login account.
- 4. How do I access myHancock?**  
You can access the portal both on and off campus from any computer with an Internet connection. myHancock is accessible from most browsers and is computer independent. You can find the portal login page by clicking the myHancock button in the top right corner of the [www.hancockcollege.edu](http://www.hancockcollege.edu) home page. Be sure to bookmark it!
- 5. Can I access myHancock from home?**  
It can be accessed both on and off campus from any computer with an Internet connection.
- 6. Is myHancock available at all times?**  
myHancock will be available 24/7 except for a short interval early in the morning once each month for scheduled maintenance.
- 7. How do I know my user name and password?**  
Your user name is in the format first.name.last.name (for example, sally.smith). A number will be added to the end of the last name if it is not unique (for example, sally.smith1).  
  
Most current students have already received or obtained their new user name and default password. User names are not case sensitive, but passwords are (meaning your password must be typed with correct capital and lowercase letters).  
  
New students will be provided with this information when they complete the online admission application.
- 8. Do I need to change my default password?**  
You will be required to change your default password after logging in to myHancock for the first time.
- 9. What if I forget my password?**  
If you forget your password, click the **Forget Password?** link on the login page. You will be presented with your two secret questions. If you successfully answer your secret questions, you will be logged in.

- 10. What if I want to change my password?**  
You can change your password by clicking the My Account link in the upper left of the screen. You will be asked to enter your current password and a new password.
- 11. What are the Secret Questions for?**  
Secret questions provide a way for you to change your password if you forget it. You will be requested to create and answer two secret questions. The answers are not case sensitive, meaning it does not matter whether you use capital or lowercase letters. You should use passwords and secret questions/responses that cannot be easily guessed.
- 12. What if I want to change my secret questions?**  
You can change your secret questions and responses by clicking the My Account link in the upper left of your portal page after you log in. You cannot edit your current questions, but must create new questions and responses.
- 13. What do I enter when prompted for User ID and PIN?**  
Your User ID is the same as your student ID number, which starts with an "H." Your PIN is your myHancock login password.
- 14. Do I still use my social security number for identification?**  
Social security numbers are still required when completing the admission application. However, beginning summer 2010, you will be assigned a unique student ID for use at Allan Hancock College. You will use this student ID for identification starting with summer 2010 classes. New students will automatically be assigned their student ID number when they complete the admission application. All Allan Hancock College student ID numbers begin with the letter "H."
- 15. Does my student ID card change?**  
Yes. All students will need a new student ID card starting with summer 2010 classes.
- 16. What if I am not sure if I am considered a current student or have a myHancock login account?**  
If you are not sure if you are a current student with a login, you can fill out the personal information section of the online admission application. When you click the *Begin Admissions Process* button, the system will tell you if you are considered a current student. Your user name, Hancock email account and student ID will also be displayed if you are a current student.
- 17. How do I get a myHancock account if I do not have one?**  
You need to complete either the credit or the community education admission application to receive your myHancock login account, email address and student ID.
- 18. I completed the online application, but received a message that it was put in suspense. What does this mean?**  
If the information you provided is a close match to a student record already in the system, the application is put into a suspense file so it can be reviewed by the Admissions & Records staff. Do not try to submit another application as this will delay the process. You will be notified when the review has been completed and you can register.

**19. What If I still need help?**

A **Student Log In Quick Start** guide is available for your review on the portal login page or from the website homepage. If you still need help, click the **Still having problems logging in?** link on the login page. This should only be used for questions related to accessing your portal and Hancock email account.

**20. When I try to log in, a message says “Certificate Error: Navigation Blocked. There is a problem with this Web site’s security certificate.” What do I do?**

myHancock is secure and safe to access, but some browsers do not instantly recognize the security setup. Click near the bottom where it says *Continue to this Web site* even if it says this is not recommended.

**21. Will I have a college email account?**

Yes, an email account has been created for all current students. Your email account is (your) [username@my.hancockcollege.edu](mailto:username@my.hancockcollege.edu). New students will automatically receive their email account when they complete the admissions application.

**22. How do I access my email account?**

You can access your email by clicking the email icon in the top right corner of the myHancock portal. You should check your Hancock email regularly! All college correspondence will be sent using this account, including wait list notification.

**23. Can I check my email outside of the myHancock portal?**

No, this email is integrated into the portal. However, you can forward your Hancock email to your personal email account. See the Information channel on the myHancock homepage for details.

**24. Does my Blackboard user name and password change?**

Starting with summer 2010 classes, your Blackboard user name is the same as your myHancock user name. Your Blackboard password is the first letter of your first name, the first letter of your last name, and the last five numbers of your social security number.

**25. How do I access Blackboard?**

You can access Blackboard through the myHancock portal, from the home page of the college website, or directly at [blackboard.hancockcollege.edu](http://blackboard.hancockcollege.edu).

**26. How do I verify and/or update my address and phone number via myHancock?**

To change your personal information on file at the college, login to myHancock; click the *Student* tab; in the *My Hancock Stuff* channel, click the *Self Service Menu* link; click the *Personal Information* link; click the *View Address and Phone* or *Update Address and Phone* link. If your address is not correct, follow the instructions on the page to update.

**27. Why are there two announcement channels on myHancock?**

Each channel has a different purpose and can be targeted to a different group. You can expect to see district-wide notices and information about college closures in the *Important College Updates* channel (i.e., weather closures or construction warnings). The channel titled *Messages for You* delivers general informational announcements and announcements based on your participation at the college. For example, members of the Spanish Club will see club meeting announcements.

**28. Do I really need to log out and close my browser when I am done?**

Yes. Failure to do so on public computers like those in the library or computer lab could allow someone else access to your confidential information or your email account. The best way to keep your data private and secure is to click the *logout* icon in the upper right corner of the window and then close the browser when you are finished. The portal will automatically log you out based upon a timer, but you should not rely on this unless you are in a secure location.

**29. Is there a time-out period for myHancock?**

The system will automatically time you out after 30 minutes of inactivity. As long as you click on something within 30 minutes, you won't get logged out.

**Terms**

<b>Portal</b>	Provides secure access to Allan Hancock College Web content and services
<b>Channel</b>	A "box" of common content and/or links that can be displayed, deleted and moved as a unit on the myHancock portal pages. A particular channel can reside on one or more portal pages.
<b>Tabs</b>	Portal pages are identified by tab titles. You can switch between portal pages by clicking on the tabs.
<b>Groups</b>	A Web site for online groups. An online group can be a committee, task force, affiliation, club, project work group or any other common interest group. (This feature is coming soon for students.)
<b>Luminis</b>	The product name of the portal system we are using.