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](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 **Login** button.

**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.

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**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 **Save Changes** 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 Submit Setup button.

![Secret Questions and Answers Setup](image)

b) You will see the following screen when successful. Click the link Click here to continue.

![Secret Questions and Answers Setup Success](image)

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.

![Student Information]

- Apply for Financial Aid
- Complete START Assessment
- Contact a Counselor for help selecting classes
- Course Prerequisite Information
- Forwarding myHancock email
- How to Pay Your Fees Online
- How to Print Your Class Schedule
- How to Register
- myHancock FAQs
- myHancock Student Login Quick Start
- Online Registration Using Authorization Add Codes
- Purchase a Parking Permit
- Purchase Books
- Registration Information
- Student Education Plan

![My Hancock Stuff]

- Class Search
- Registration Status
- Register / Add / Drop Classes
- My Unofficial Transcript
- National Student Clearinghouse
- My Class Schedule
- Self Service Menu

![My Page Student]

- Student Guidelines
  - myHancock Login Quick Start
  - myHancock FAQ

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 button when done.
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.

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

e) Click the **Submit Setup** button when done.

f) If successful, you will see the following screen. Click the **Close This Window** button.

g) You will be presented with this screen. Click the **Back to Home Tab** link.