

## Logging In

**STEP TWO** - Now that we know about myANC, let's work on understanding how to log in.

**Log in using these two spaces: your Student ID your Password**



The image shows a login form for Arkansas Northeastern College. At the top, there is a blue banner with the college's logo and name. Below the banner, there are two input fields: 'User Name:' and 'Password:'. Red arrows point from the text 'your Student ID' to the 'User Name:' field and from 'your Password' to the 'Password:' field. A 'Login' button is located to the right of the 'Password:' field.

Your User Name is your Student ID – it is not your Social Security Number. Your Student ID can be found on your registration paperwork. It is a 9 digit number that usually has one hyphen in it, ex. 1234-09876. When you use your Student ID to sign into myANC you will not use the hyphen, just all 9 digits run together.

Your password is set as the last four digits of your Social Security Number. If the last four digits of your SSN begin with a zero, do not use the leading zero in your password, ex. the last four digits of your SSN are 0873, you would use only the 873 as your password into myANC. If your last four digits of your SSN are 0048 you would only use 48 as your password.

So, if you're ready, go to myANC (either go to <http://myanc.anc.edu> or go to our homepage ([www.anc.edu](http://www.anc.edu)) and click on the myANC button.

Log in using your Student ID and myANC password.

*If you have trouble logging in to myANC, read through the Frequently Asked Questions below and see if one of them solves your problem. If not, contact Student Services at 762-1020 ext 1105 or send an email to the ANC Helpdesk at [anchelp@anc.edu](mailto:anchelp@anc.edu).*

## **Frequently Asked Questions regarding Logging in to myANC**

### **I don't know my Student ID.**

Your Student ID is listed on the billing statement you received at the business office when you registered. It is the 9-digit number underneath the date. It looks something like this: 1230-04321.

If you do not have your billing statement or other paperwork that has your Student ID on it, by Statehouse Halland ask at Student Services. You will need your ANC Student ID card or government issued photo ID.

If you do not live near enough to stop by Statehouse Hall, email the Helpdesk using your ANC school email account or the personal email account you listed with us. This can begin the process of verifying your identity. You will need to answer several questions and we will send your ID number ONLY when we are confident we are sending it to the correct person.

**I know my Student ID and my password, but I still can't log in to myANC.**

Be sure you are typing your Student ID without any hyphens. Just type the 9 digits straight through. Contact the Helpdesk at ANCHelp@smail.anc.edu if you have never logged in and it isn't working for you OR if you have logged in previously, reset your password and can't remember it. We can't look your password up but we can reset it back to the last four digits of your SSN.