



# Login Basics

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# Login Basics

## About myAVC

myAVC is a web program that enables students to access a variety of resources, including e-mail, courses, registration, calendars, and many other tools.

## Getting to myAVC

To access the myAVC homepage, first visit [www.avc.edu](http://www.avc.edu). On AVC's homepage, there is a login field located in the third column over just under the large main picture.



## Finding Your User Name

Users that have never logged in to myAVC before will have to first identify their user name. To find a user name, click on the *How do I find my user name?* link on the main myAVC homepage.



This will open up a dialog box. Users must enter their last name, first name, 6-digit date of birth (two digits for the month, two digits for the day, and the last two digits of the year), and the last four digits of their Social Security Number. None of this information is case-sensitive. After completing all of the fields, click on the *continue* button.





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myAVC - Account Lookup - Netscape  
point. click. connect.

**Account Lookup**

\* Last Name

\* First Name

\* Birth Date  (mmddyy)

\* Last 4 Digits of SSN

\* Indicates a REQUIRED field.

After clicking on continue, the system will display the user name of the student. The **default login password to myAVC is the user's 6-digit date of birth in a format of MMDDYY**. Upon logging in for the first time, myAVC will indicate that the password has expired and require that the password be changed. The new password must be at least 8 characters in length and must contain at least one number and one letter.

All users that login to myAVC will now be required to answer five questions. These questions will be used for myAVC user password recovery purposes if needed. Be sure to **print that page** in case the answers are forgotten. After answering the questions, click on the *Save Changes* button located in the lower right of the page. After saving the answers to the five questions, the user will be able to continue his or her myAVC session and will not see this screen again, unless the user chooses to change the answers to those questions.

## Resetting a Forgotten Password

myAVC will now allow users to retrieve their passwords by answering three of the five saved security questions. These will be randomly chosen. To access this feature, click on the *Forgot your password? Click here.* link located on the main myAVC login page below the login fields.

**Secure Access Login**

User Name:

Password:

[Having problems logging in? Click here.](#)

[Forgot your password? Click here.](#)

After clicking on the link, enter the myAVC username associated with the lost password and click the *Continue* button.



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The user will then have to answer three of the five secret questions. After answering these questions, click on the *Continue* button to reset the user password or *Reset* to reset the answer form and start over.

After successfully answering three of the secret questions, the user will then be able to reset his or her myAVC password.

### If You Still Have Login Issues...

If the secret questions are forgotten, myAVC users must call the myAVC Help Desk at (661) 722-6300, extension 6605, however, by printing or writing down the security question answers and storing them in a secure place, users can often remedy lost login information. If other issues persist, it is often due to browser incompatibility issues. Internet Explorer 6 or 7, FireFox 2,3, or 3.5 and Safari 4 all work well with myAVC.

### Pop-up Blockers

Pop-up blockers can cause some problems in myAVC.

To disable pop-up blockers in Internet Explorer, go to the tools menu item, choose *Pop-up Blocker Settings*. Add myavc.avc.edu and mail.avc.edu to the list by typing the addresses into the list of sites to add and by clicking the *Add* button. Click the *OK* or *Close* button when finished.

To disable popup blockers in FireFox, go to the tools menu item, choose *Options*. On the *Content* tab click the *Exceptions* button to the right of the phrase "Block pop-up windows". Add myavc.avc.edu and mail.avc.edu to the list by typing the addresses into the *Address* box and by clicking the *Allow* button. Click the *Close* button when finished.

If pop-ups still continue to be blocked, a proprietary popup blocker might be installed, such as an added toolbar in the browser. Check with the manufacturer's settings to disable the pop-up blocker.

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