Continuing Education/Work Force Development Students:

Beginning Monday, June 4th, your student accounts will require a unique, user-defined password. The process change was made to provide a more efficient way to access college resources. This password, along with your username, will be your credentials to access resources provided at the College, such as:

- Moodle (learning platform for online courses)
- ACCess Apps (Google)
    - ACCess Email (Gmail)
- Wireless Access (on campus)
- Any other college resources that your program may be using

What to expect: All non-curriculum students will need to reset their password after 12 p.m. on Monday, June 4th before accessing Moodle or other Continuing Education resources. Please check Moodle for further updates.

To activate or reset your password you will need your 7-digit Student-ID, first name, last name, and birth date as it is on record with the college. If you do not know your Student-ID, please contact your instructor for assistance.

Once you have the above information, please visit https://guardian.alamancecc.edu on **ANY** computer with internet access. **We recommend not using mobile devices such as cellphones and tablets to activate or reset your password.**

When activating or resetting your password, please make sure that you allow popups from our site or disable the popup blocker and check the checkbox for "I'm not a robot" before clicking on submit. Once you have successfully set your password, please READ and note the information displayed on the screen. This will show you your username for accessing the available systems.

Remember when choosing your new password:
8 to 12 characters in length
1 capital letter
2 or more digits/numbers
1 symbol/special characters
NO first or last name as part of the password
Passwords expire every **90 days**
Expiry notifications will be sent to your Google ACCess email account.

If you have issues with accessing Moodle, please contact your instructor 1st. If the issue is not resolved, please put in a help desk ticket at https://support.alamancecc.edu. You must include a working contact number and an email that you check regularly. The expected response time is within 24 hours of the initial ticket.

Thank you.
Information Services

Internet Explorer

In Internet Explorer, pop-up blocking is enabled by default.

Internet Explorer 11

1. Open Internet Explorer, select the **Tools** button, and then select **Internet options**.
2. On the **Privacy** tab, under Pop-up Blocker, select or clear the **Turn on Pop-up Blocker** check box, and then select **OK**.

Microsoft Edge

1. Open **Microsoft Edge** from the taskbar.
2. Select **More** > **Settings**, and then scroll down and select **View advanced settings**.
3. Turn Block pop-ups to **Off/On**.

Firefox

In Firefox, pop-up blocking is enabled by default.

1. Select **Tools**-->**Options**. The Options window is displayed.

2. Click the Content tab in the Options window.

3. Leave **Block pop-up windows** checked.

4. Click on the **Exceptions...** button.

5. Add the location of your BMC FootPrints Service Core instance or instances to the Pop-up Blocker exception list by typing the location(s) in the **Address of web site** field (either the Distinguished Name or the IP address will work) and then clicking **Allow**. Add as many locations as you need, clicking **Allow** for each one.

6. Add the site you want to allow pop-ups by typing in the URL in the box under 'Address of website:' and then clicking Allow.

7. Click **Close**. The Allowed Sites window closes.

8. Click **OK**. The Options window closes and this task is complete.

Google Chrome

In Google Chrome, pop-up blocking is enabled by default.

To disable the Google Chrome pop-up blocker:

1. Click the Google Chrome wrench icon to access browser settings

2. Select 'Options' to open the Options dialog box.

3. Click **Under the Hood**.

4. Click **Content settings...**.

5. In the **Pop-ups** section, check the **Do not allow any site to show pop-ups (recommended)** radio button and then click the **Manage Exceptions...** button.

6. Add the location of your BMC FootPrints Service Core instance or instances to the Pop-up Blocker exception list (either the Distinguished Name or the IP address will work) in the **Add a new exception pattern** field

7. Make sure **Allow** is selected from the **Action** drop-down list.

8. Press the Enter key.

9. Close the **Content Settings** tab to exit the **Options** window. The task is complete.

Safari

The pop-up blocker built into Safari is enabled by default. You can only toggle between having all pop-ups blocked or allowing pop-ups by toggling the 'Block Pop-Up Windows' option from the Safari menu.

1. Windows users select "Safari" > "Preferences".
2. Click on "Security" at the top of the window.
3. Check the box "Block pop-up windows" to enable this feature. Uncheck it to disable it.