Login Help

Summary

How to log in to student online accounts, including Student Email, Self-Service, Trailhead, and Moodle

A-B Tech Username and Password

Students have a single username and password that work for each of their online accounts. We refer to these as the A-B Tech username and the A-B Tech password.

Your A-B Tech **username** is typically your first name, middle initial, and last name (20 characters max.) without any spaces or punctuation. If you didn't provide A-B Tech with a middle name when you completed the application to the College, your username should be just your first name and last name.

You must create your A-B Tech password in order to access the accounts below. The initial password is your birthdate in six digits (MMDDYY). For example, if your birthdate were Feb. 1, 1989, your password would be 020189. Detailed instructions for creating/changing your password are available in a separate article.

Enable Multifactor Authentication (MFA)

Multifactor Authentication will keep your account safer by sometimes requiring an additional step to log in. Please visit Account Security, at abtech.edu/password, and click “Enable MFA” for instructions.

Student Email

Your student email can be accessed by going to outlook.office365.com. Your username is your full email address, which includes your first name, middle initial, and last name (all lowercase and without any punctuation or spaces) plus @students.abtech.edu (for example, guadalupejlagunillo@students.abtech.edu). Log in using your A-B Tech password.

Note: As of May 2018, student email accounts are accessed through Microsoft Outlook, *not* Gmail.

You may download and use the official Microsoft Outlook App to access your student email account. However, the initial password creation and password resets must be completed in a web browser.

Self-Service

To log in to Self-Service, click on "Online Services" at the top-right corner of abtech.edu and select "Self-Service" in the "For Students" section on the next

page. If you are already logged into your student email, you will already be logged in to Self-Service through Single Sign-On (SSO). If you are not logged in to your A-B Tech Microsoft account, you will be prompted to log in through Microsoft. Your username is your full email address, which includes your first name, middle initial, and last name (all lowercase and without any punctuation or spaces) plus @students.abtech.edu (for example, guadalupejlagunillo@students.abtech.edu). Log in using your A-B Tech password.

Trailhead/Student Orientations

To log in to Trailhead, click on "Online Services" at the top-right corner of abtech.edu, select "Student Orientations" in the "For Students" section on the next page, then click “Log In” at the top of the Trailhead login page. Trailhead uses Single Sign-On (SSO). If you are not logged in to your A-B Tech Microsoft account, you will be prompted to log in through Microsoft. Your username is your full email address, which includes your first name, middle initial, and last name (all lowercase and without any punctuation or spaces) plus @students.abtech.edu (for example, guadalupejlagunillo@students.abtech.edu). Log in using your A-B Tech password.

Moodle

Your Moodle account will be created after you register for classes. To log in to Moodle, click on "Online Services" at the top-right corner of abtech.edu and select "Moodle" in the "For Students" section on the next page. You can

also click on "Moodle" at the bottom of any page of our website, or type moodle.abtech.edu into your web browser. Moodle uses Single Sign-On (SSO). If you are not logged in to your A-B Tech Microsoft account, you will be prompted to log in through Microsoft. Your username is your full email address, which includes your first name, middle initial, and last name (all lowercase and without any punctuation or spaces) plus @students.abtech.edu (for example, guadalupejlagunillo@students.abtech.edu). Log in using your A-B Tech password.

There are currently two Moodle Mobile Apps. A-B Tech only uses the **Open LMS Mobile** app.

Common Login Issues

We strongly recommend ***not*** attempting to access your Self-Service, Moodle, or Trailhead accounts using a smartphone or tablet.

The most common login typos/mistakes when enrolling in the password change utility are:

- Accidentally capitalizing the first letter in your username (which happens automatically on a phone or tablet)
- Including the "19" or "20" of your birth year in your initial password instead of just the last two digits
- Including slashes or hyphens in your initial password

Password Reset

To create or change your A-B Tech password, visit abtech.edu/password. Detailed instructions for changing your password are available in a separate article.

If you have already enrolled in the password change utility (details can be found at abtech.edu/password), you can reset a forgotten password using the Microsoft Online Password Reset site.

Contact our IT HelpDesk

For any additional login questions or concerns, contact our IT HelpDesk at helpdesk@abtech.edu or call (828) 398-7550. If you email them, be sure to include the following information in the body of your email:

- Username
- Student ID number
- Date of birth
- Home address
- Call-back number

- Last class taken at A-B Tech (if any)

When Accounts Are Created

Your student accounts are usually created within one business day after your application to A-B Tech. If you're a returning/former A-B Tech student who attended prior to summer 2007, you may not have these accounts. In that case, you could submit a new application to automatically generate these accounts.

Key Words: login problems, log in, logon, log on, username, user name, User ID, password, forgotten, forgot, lost, Moodle, student email, account, help desk, IT helpdesk, information technology, Self Service, Self Serve, trail head, trailblazer, Gmail

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