

## **Frequently Asked Questions**

Below you will find the current list of frequently asked questions.

### **- Why do I need a MyAHEC account?**

- To register for an educational event
- To receive continuing education credit
- To access transcripts and certificates on my dashboard
- To obtain information on educational opportunities pertaining to my occupation and preferences
- To update my contact information
- To access handouts/materials to programs I have registered for, when available

### **- How do I set up a MyAHEC account?**

- Go to <https://www.areasheec.org/create-account>
- Fill in your information for each page
- When finished, you should receive a verification email
- You will be redirected to complete your profile page
- **Important step to receive emails about upcoming programs tailored to your interests/needs:**
  - Once completed, go to <https://my.ncahec.net/login.php> and login as an *existing user*
  - Click "Go to my marketing preferences"
  - Select "yes" if you would like to receive NC AHEC promotions
    - Select how you would like to receive them
    - Select all areas of interest/marketing preferences
    - Scroll down and click "Save"

### **- How do I update my existing account to receive continuing education marketing?**

\*This is an important step to receive emails about programs tailored to your interests/needs.

- Go to <https://my.ncahec.net/login.php> and log in with your MyAHEC account
- Click on "My Account" tab (on the top-right corner)
- Click on "Marketing Preferences" tab (on the left-hand side)
  - Select "yes" if you would like to receive NC AHEC promotions
    - Select how you would like to receive them
    - Select all areas of interest/marketing preferences
    - Scroll down and click "Save"

### **- What should I do if I forgot my password for MyAHEC account?**

- Go to [www.areasheec.org](http://www.areasheec.org) and click "Sign in" at the top-right corner
- Click "Forgot Password"
- Enter email address or cell phone number and a temporary password will be sent to you
- Use temporary password to login

- Click “Update Password” under profile on dashboard  
\*Note: New password must be six characters long, contain an uppercase and lowercase letter, one number, and one symbol

**- How do I change my password for MyAHEC account?**

- Go to [www.arealahec.org](http://www.arealahec.org) and click “Sign in” at the top-right corner
- Click “Update Password” under profile on dashboard  
\*Note: New password must be six characters long, contain an uppercase and lowercase letter, one number, and one symbol

**- Forgot your MyAHEC account email?**

- Contact Area L AHEC staff at 252-972-6958 or [info@arealahec.org](mailto:info@arealahec.org)

**-How do I change MyAHEC account email address?**

\*This email is used for all information regarding programs, registration, and marketing.

- Go to <https://my.ncahec.net/login.php> and log in with your MyAHEC account
- Click on “My Account” tab (on the top-right corner)
- Click “Update Email Address” and change email address
- You will receive an activation email to the new email address; you will have 24 hours to activate your email

For all other questions please email [info@arealahec.org](mailto:info@arealahec.org).