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.arealahec.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.arealahec.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** 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**

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

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

  - Go to **https://www.ncahec.net/update-email-address/** and submit all required information

For all other questions please email **info@arealahec.org**