

ACES & AlamoENROLL Guide

Logging into ACES	Pages 1-2
AlamoENROLL	Pages 3-7
Verifying Dual Credit Schedule	Pages 8-11

Logging into ACES

ACES Alamo Colleges Educational Services

SAN ANTONIO COLLEGE
ST. PHILIP'S COLLEGE
PALO ALTO COLLEGE
NORTHWEST VISTA COLLEGE
NORTHEAST LAKEVIEW COLLEGE

Secure Access Login

User Name:

Password:

Login Cancel

Having problems logging in? Click here.

Forgot Password?

Welcome to ACES

ACES is a secure portal that provides students, staff, and faculty with access to various applications using a single sign-on. As an ACES user, you will have access to register for classes, financial aid information, email, library resources, and online courses. ACES will also provide you with the latest information of events and important news taking place within your college.

NEW TO ALAMO COLLEGES: The Virtual Business Office (VBO), an online service, offering safe, convenient and secure services for students, staff and faculty. The VBO offers an online system that allows products, services, or fees to be purchased online with a credit card or personal check.

Login to ACES to access your Online Class

How do I get a user name and password? Click Here

Former Students and Employees Log-in To ACES Instructions

1. If you remember your User ID and password, log-in to ACES in the spaces indicated in the Secure Access Box.
2. If you forgot your password, click the *Forgot Password?* Link at the bottom of the Secure Access Log-in Box and answer the Security Question.
3. If you still cannot log-in to ACES, call the Help Desk at 210-485-0555.
4. Once you have signed in to ACES, click the link for Web Services located on the bottom left-hand side of the Home Tab page.

ACES Login Information	Important Contacts	Useful Information
Get my ACES User Name	Helpdesk	Registration
Get My Banner ID Number	NLC: 210-486-5777 NVC: 210-486-4777 PAC: 210-486-3777 SAC: 210-486-0777 SPC: 210-486-2777 District: 210-485-0555	Registration and Payment Calendar
Getting started with ACES		Banner Self Service Training Material
Still having problems logging in?		Quick Links
Canvas Information	Admissions and Records / Enrollment Services	*NEW* Student Email (Jan 2012)
Canvas Live	NLC 210-486-5401 NVC 210-486-4700 PAC 210-486-3700 SAC 210-486-0701 SPC 210-486-2700	Email Usage Policies
Quick Guide		Campus Crime Alerts
College Resources		System Status Alerts
Technical Support		Weather Line
		210-485-0189

- If this is your first time logging in, click on **How do I get a user name and password?**
 - Follow the steps to receive your username and default password (You will be asked for your last name and the last four digits of your SSN).
- If you have already logged in before and forgot your password then click on **Forgot Password** and follow the steps to receive your password.
 - You will be asked for your username and answer your security question.
- If you run into problems:
 - Seek assistance from your high school counselor or high school dual credit liaison; he/she has your Alamo Colleges Username and Banner ID. There are two possible default passwords you can use for your initial login, please start with option 1 first:
 - Your password will be the first 2 characters of your last name, in upper case followed by month (2 digits), day (2 digits), and year of your birthday (2 digits). For example, my name is Joe Smith and my birthday is January 2, 1966. My initial password would be SM010266.
 - Or first 2 characters of your last name, in upper case followed by the last six digits of you banner ID. For example, my name is Joe Smith and my banner id is 901234567. My initial password would be SM234567.
 - If both possibilities do not work, please contact the HelpDesk for assistance at your appropriate college.

- After the default password information is submitted, the system will ask you to change your password. When you change your default password, you will be asked to provide Secret Questions and Answers.
 - **NOTE:** For security purposes, a list of Password Rules and constraints for the Secret Questions and answers is displayed.

Password Expired

Please provide a new password.

New password:

Confirm New password:

Password Rules

- Length must be 8 or greater
- Length must be 20 or less
- Must contain at least one letter
- Must contain at least one digit



Secret Questions and Answers Setup

You are required to setup your secret questions and answers because you have not previously done so.

The secret question and answer pairs that you supply can be used to login if you forget your password. The questions and answers that you provide should be difficult for others to guess.

The following question and answer constraints are in place:

Secret Question Constraints

- The minimum number of valid question and answer question pairs that are required is: 1
- The minimum number of significant characters in a question is: 15
- The minimum of significant characters in an answer is: 3
- Answers are not case sensitive (when answering the questions different upper and lower case characters may be supplied).
- Whitespace in answers is not significant (when answering the questions a different number of space characters may be supplied).
- Duplicate answers are not allowed.

Questions Answers

- **NOTE:** If you forget your password, the secret challenge questions will be asked in order to identify you. The answer must be an exact match to the answer you initially provided for the system to identify you.

AlamoENROLL

- Once you have logged in click on the Start Here Tab
 - Question: I do not have the Start Here Tab in ACES.
 - Answer: All new applicants to the Alamo Colleges should see the Start Here tab in ACES. If you do not see the Start Here Tab, contact your College IT Helpdesk or Support Central at 210-485-0411, Option 2.
 - Question: I am missing my Start Here tab/AlamoENROLL Requirements
 - Answer: If you do not have a checklist, contact Support Central at 210-485-0411, Option 2. A ticket will be opened to have your checklist corrected.
 - Question: When I click on a Start Here Module link it doesn't open
 - Answer: If you click on any Start Here Tab links Go FAARR or Test Prep Module and the page does not open, check your browser compatibility in ACES by using the **Browser Check** tool in the Start Here Tab. Make sure to turn **off any pop-up blockers** or **add the web page to the safe list**. If you need assistance contact your College IT Helpdesk or Support Central at 210-485-0411, Option 2.
 - Question: When I click on the Start Here tab module links I get the error message 'Unauthorized Access'
 - Answer: If you are seeing the "Unauthorized Error" message, wait at least one hour to be enrolled into the Canvas module, contact your Support Central at 210-485-0411, Option 2 if continue to receive the message after the hour.

The screenshot displays the AlamoENROLL web interface. At the top, there is a navigation bar with tabs: Home, Start Here (highlighted with a red box), Student, My Courses, My Page, Faculty, NLC, NVC, PAC, SAC, SPC, My Library, and My Resources. The date October 9, 2013, is shown in the top right corner.

The main content area is divided into several panels:

- AlamoENROLL**: A table showing enrollment progress:

1. Transcript Status	incomplete
2. Go FAARR Module	no record
3. Test Prep Module	no record
4. TSI Exam	pending 2 and 3
5. Advising	pending above items
- AlamoENROLL Important**: A text box providing instructions on completing requirements and taking the TSI Exam.
- Financial Aid Requirements**: A text box stating that there are no financial aid requirements for the current aid year (2013-2014).
- AlamoENROLL Resources**: A text box providing links for FAQ's and technical questions.
- Browser Check**: A panel containing a button labeled "Browser Check" which is highlighted with a red box.


AlamoENROLL Start Here tab

Start Here tab – No requirements met

Home **Start Here** Student My Courses My Page August 7, 2013

Alamo Enroll

Step 1. Transcript Status	incomplete
Step 2. Go FARR Module	Enroll
Step 3. Test Prep Module	Enroll
Step 4. TSI Exam	pending Prep
Step 5. Advising	pending above items



To begin, select Enroll for Step 2. Go FAARR. This module will take 10 to 15 minutes.

- Once in Go FAARR, select Get Started.**
- Read through the Important Information to Remember bullets.**
- Select DUAL CREDIT GO FAARR within the last bullet to access the dual credit version of Go FAARR.**
- Complete the Go FAARR Challenge Quiz before moving forward with the Test Prep module. The Test Prep module is the same for all students and will take 1 to 2 hours.**

My Map - My Checklist

High School Transcript **	incomplete
---------------------------	------------



Important Information to Remember

Please disregard this statement; it does not pertain to dual credit students.

You cannot register for classes until you submit your transcript to your college admissions/enrollment office. A [Steps to Enrollment Checklist](#) is available on the [AlamoENROLL](#) web site.

- Make sure you read through all of the information provided to you carefully before you attempt the **Go FAARR Challenge Quiz**.
- A minimum score of 6 out of 10 is required to pass. You have up to 5 attempts to complete the quiz successfully.
- "Discussions" (see list on your left) is monitored Monday - Friday. Post your questions and comments and a Customer Service Team Member will assist you as soon as possible.
- **Attn: Dual Credit, Early College, Phoenix, and Alamo Academy students!** You will **ONLY** have to read through the **DUAL CREDIT GO FAARR** module prior to taking the GO FAARR Challenge.

Select the DUAL CREDIT GO FAARR in blue font to begin.

DO NOT select the Next Module button on the right.

Next Module ▶
Financing Your Education
[see full course sequence](#)

Not admitted/no transcript, not enrolled in Go FAARR or Test Prep

Home Start Here Student My Courses My Page

Alamo Enroll

Step 1. Transcript Status	incomplete	←
Step 2. Go FARR Module	Enroll	←
Step 3. Test Prep Module	Enroll	
Step 4. TSI Exam	pending Prep	
Step 5. Advising	pending above items	

My Map - My Checklist

High School Transcript **	incomplete
---------------------------	------------

Dual Credit students attending a high school are not required to submit a transcript. The College will work with your high school to get the necessary information.

*Home School students are required to submit a notarized, high school transcript with anticipated graduation date.

All dual credit students must complete the Go FAARR module to remove hold and be eligible for registration.

ONLY complete the Test Prep module if:

1. Confirmed by your high school counselor or high school dual credit liaison the Alamo College Test Prep is necessary.
2. You plan to take the TSI Exam through one of the Alamo College's Testing Centers.

Not admitted/no transcript, not enrolled in Go FAARR, Test Prep exempt per TSI scores on file with the College

Home Start Here Student My Courses My Page My Test

Alamo Enroll

Step 1. Transcript Status	incomplete	
Step 2. Go FAARR Module	Enroll	←
Step 3. Test Prep Module	exempt	✓
Step 4. TSI Exam	complete	✓
Step 5. Advising	pending above items	

REMINDER: All dual credit students must complete the Go FAARR module to remove hold and be eligible for registration.




NOTE: Step 5. Advising – Is for the regular college students. Dual Credit students will not go through an advising session.


- Students are considered admitted when their Apply Texas application is processed in the college's system. (The application process takes 2 to 4 days. Proceed with completing Go FAARR)
- **REMINDER:** The College will work with our high school to ensure we receive the appropriate information to complete the Transcript for Step 1.
 - Home School students are required to submit a notarized high school transcript with the anticipated graduation date to the College's Dual Credit Office.

Admitted / transcript, Go FAARR & Test Prep required prior to testing at Alamo Colleges

Home **Start Here** Student My Courses My Page Financial Aid

Alamo Enroll

Step 1. Transcript Status	complete		
Step 2. Go FAARR Module	incomplete		
Step 3. Test Prep Module	incomplete		
Step 4. TSI Exam	pending Prep		
Step 5. Advising	pending above items		



The College's Dual Credit Office received the required information to complete Step 1. Transcript.

Steps 2 & 3 combined meet TSI requirements and BOTH must be "complete" prior to testing at an Alamo Colleges testing center.

REMINDER: Check with your high school counselor or high school dual credit liaison to confirm the need to complete the Test Prep module.

- Question: I have completed a Start Here Tab Module, but the status still shows incomplete.
 - Answer: To complete the Go FAARR or Test Prep Modules, you must receive a passing score of 60% or better on the module quiz. After completion, please allow 24 to 48 hours for checklist to display a check mark. If the amount of time has passed, contact Support Central at 210-485-0411, Option 2.
- Question: I have completed the TSI Exam through the college Testing Center, but my status still shows incomplete. Who can I contact?
 - Please contact your college Testing Center to make sure your test scores have been processed. Please allow 24 hours for the checklist to update.

Testing Center Contacts	
Northeast Lakeview College	210-486-5401
Northwest Vista College	210-486-4346
Palo Alto College	210-486-3444
San Antonio College	210-486-0444
St. Philip's College	210-486-2444

- If you have verified that your test scores have been processed and your status still shows incomplete, contact your College IT Helpdesk or Support Central at 210-485-0411, Option 2.

Admitted & All Requirements met

The screenshot shows the 'Alamo Enroll' page with the following requirements:

Requirement	Status	Completion
Step 1. Transcript Status	complete	✓
Step 2. Go FAARR Module	complete	✓
Step 3. Test Prep Module	exempt or complete	✓
Step 4. TSI Exam	complete	✓
Step 5. Advising	click here	

Test Prep Module will reflect:
 Exempt: if student has TSI Exempting scores on file through the College's Testing Center
 Or
 Complete: if student completed Test Prep module per confirmation from high school counselor or high school dual credit liaison.
 *Home school students must complete or be exempt from Test Prep module.

REMINDER: Dual Credit students will not go through an advising session.
 All advising sessions are ONLY for the regular college student population.

- Contact your college Dual Credit Office for additional guidance and/or follow up with your high school counselor or high school dual credit liaison.

Alamo Academies

Troy Kettell
 210.485.0834
tkettell@alamo.edu

Middle College (Phoenix)

Manuel Navarro
 210.486.7015
mnavarro34@alamo.edu

Northeast Lakeview College

Phillip Hicks
 210.486.5447
phicks8@alamo.edu

Northwest Vista College

Lenny Arredondo
 210.486.4260
lguillen@alamo.edu

Palo Alto College

Abel Gonzales
 210.486.3170
agonzales106@alamo.edu

San Antonio College

Ray Hernandez
 210.486.0177
rhernandez660@alamo.edu

St. Philip's College

Laura Flores
 210.486.2761
lflores274@alamo.edu

Verifying Dual Credit Schedule

ACES Alamo Colleges Educational Services

San Antonio College, St. Philip's College, Palo Alto College, Northwest Vista College, Northeast Lakeview College

Welcome Jane Doe
You are currently logged in.

My Account Content Layout

Home Start Here My Courses **My Page** Faculty Employee NLC NVC PAC SAC SPC My Library My Resources

October 15, 2013

Web Services
Web Services
Register for courses, search the course catalog, view grade and transcripts, update your personal information, and access many other administrative services.

Academic Profile
Primary
Class Standing: Sophomore
Degree: Associate of Science
Level: Undergraduate
Program: NVC Assoc of Science
Admit Term: Spring 2000
Catalog Term: Fall 1999
College: Alamo Colleges
Campus: Northwest Vista College
Major: Undeclared

Registration Tools
Registration Status
Look Up Classes
Add or Drop Classes
Change Class Options

Alamo GPS - Degree Plans
Alamo GPS - Track Your Progress
Goal + Plan = Success
Alamo GPS will be unavailable every Sunday from 1 a.m. to 2 a.m. for scheduled maintenance.

Student Grades
No Data Found

My Page Tutorial
To learn more about My Page click here

Financial Aid Requirements
A SQL exception has occurred.ORA-01012: not logged on

Financial Aid Awards
Financial Aid Awards

Student Work Study Balance
At this time you are not authorized for employment under a Financial Aid Work Study Program.

My Account
A SQL exception has occurred.ORA-01012: not logged on

My Statement
A SQL exception has occurred.ORA-01012: not logged on

- Once logged in, you will see your name at the top left
 - Select the My Page tab
 - The My Page tab, will provide you a quick shot of your Alamo College record
- Select Web Services

ACES Alamo Colleges Educational Services

San Antonio College, St. Philip's College, Palo Alto College, Northwest Vista College, Northeast Lakeview College

Back to My Page Tab

Student E-mail Calendar Groups Logout Help

Personal Information
Addresses, contacts, e-mail, marital status, SSN, PIN.

Employee
Update addresses, phone numbers, emergency contacts, marital status, dependent and beneficiary information and federal tax withholdings. View benefits and deductions information, direct deposit information, pay stubs, earnings totals, employment history & leave balances. Access information regarding name and ID changes.

Faculty
Faculty - View student schedules, class lists, wait lists, permits and authorizations. Register students and enter grades. Advisors - View student schedules, addresses, transcripts, and degree audits. Process credit overrides

Student & Financial Aid
Apply for admission, maintain personal information, register for classes, pay tuition by credit card. View class schedule, grades, holds, transcripts, credits toward graduation, and account summary. Review financial aid, accept or decline financial aid awards.

Former ACES User
Former ACES User Menu

- Select Student & Financial Aid

ACES Alamo Colleges Educational Services

ALAMO COLLEGES

Back to My Page Tab

Student F-mail Calendar Groups Logout Help

ALAMO COLLEGES

Personal Information **Student** Financial Aid Faculty Services Employee

Search Go RETURN TO MENU SITE MAP HELP

Student

Registration
Check your registration status, class schedule and add or drop classes

Student Records
View your holds, Enrollment Verifications, Request Transcript, Apply to Graduate

Student Account
View your account summaries and statement/payment history

Student Campus Access

Parking Decal Request

- Select Registration

ACES Alamo Colleges Educational Services

ALAMO COLLEGES

Back to My Page Tab

Student F-mail Calendar Groups Logout Help

Personal Information **Student** Financial Aid Faculty Services Employee

Search Go RETURN TO MENU SITE MAP HELP

Registration

Summer & Fall Registration for Each Part of Term Ends on the Following Dates:

Maymester	May 12
Summer I	June 2
Summer 8 Week	June 2
Summer II	July 7
Fall 16 Week	August 18
Fall Flex I	August 18
Fall Start II	September 2
Fall Flex II	October 13

***Students are not allowed to enroll in more credit hours than there are weeks in shortened sessions/parts of term within a semester. Example: Students are not allowed to enroll in more than 8 credit hours in an 8 week session/part of term.

Select Term

Add or Drop Classes

Look Up Classes

Week at a Glance

Student Detail Schedule

Registration Fee Assessment

Registration Status

Active Registration

Concise Student Schedule

Look Up classes - Detail View

BookNow - Order your books

By clicking the link above, you will be redirected to an eBookstore managed by the Follett Higher Education Group. Sec. 51.9705 of the Texas Education Code requires that we inform you that as a student of the Alamo Colleges' you are not under any obligation to purchase a textbook from the college's-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

- Select the term in which you are enrolled (see screen shot on next page)



Registration Term

Summer & Fall Registration for Each Part of Term Ends on the Following Dates:

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Summer I	June 2
Summer 8 Week	June 2
Summer II	July 7
Fall 16 Week	August 18
Fall Flex I	August 18
Fall Start II	September 2
Fall Flex II	October 13

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Select a Term:

- The example selected Fall 2013
 - Use the drop down arrow to select a different term
- Once you select your term, Submit
- NOTE: Your Banner ID will appear by your name on the right hand side

Registration

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- Select Term
- Add or Drop Classes
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- Week at a Glance
- Student Detail Schedule
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- Now select Student Detail Schedule. Your class schedule will appear. If you are not enrolled the form will state:
 - **You are not currently registered for the term.**
 - If you receive this message, you have not been enrolled into your dual credit courses at the college
 - Inform your teacher, high school counselor or high school dual credit liaison IMMEDIATELY. *Home school students contact your college Dual Credit Office.*
 - Make sure you communicate this information or any schedule error before the college's census date for the term you should be enrolled
 - NOTE: Visit the Alamo College Dual Credit website for the Dual Credit Office contacts per college, <http://www.alamo.edu/main.aspx?id=28542>

