New Student Orientation Welcome Guide

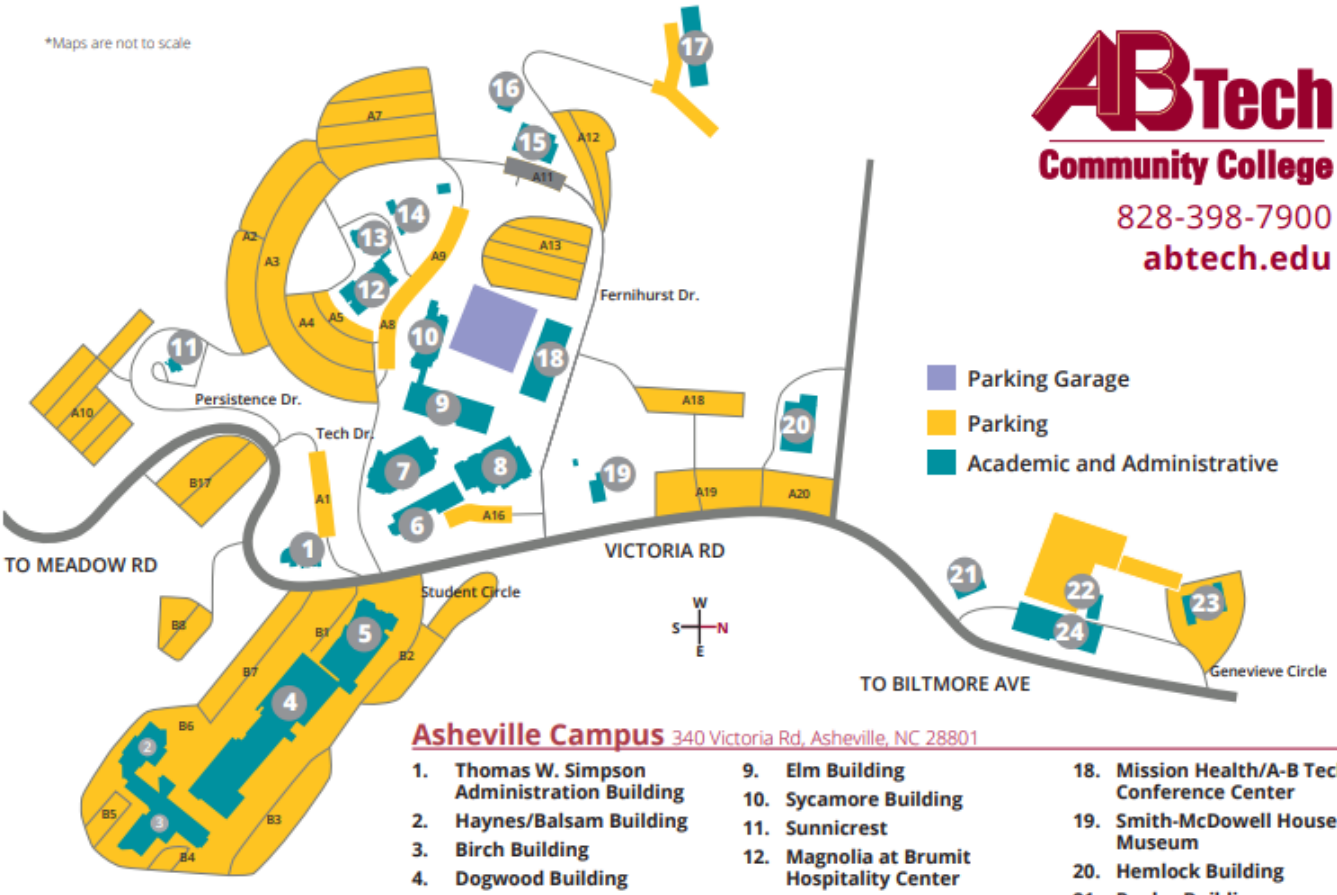
Welcome to A-B Tech—your future starts here!

Thank you for your interest in A-B Tech! We've created this packet to go along with our New Student Orientation to ensure you have all the tools you need to succeed on your academic journey. Your dreams, our mission!

Table of Contents

- ☐ Campus Map
- ☐ The K. Ray Bailey Student Services Building
- ☐ Apply for Financial Aid & Scholarships
- ☐ Complete College Placement
- ☐ Select a Program & Meet with an Advisor
- ☐ Register for Classes, Drop/Withdrawal Deadlines
- ☐ Pay for Classes
- ☐ How to Access Your Online Tools
- ☐ On-Campus Resources for Students
  - Career Services
  - Career Clothes Corner
  - Personal Counseling
  - TalkCampus Peer Support
  - Accommodations for Disabilities
  - A-B Tech's Quality Enhancement Plan: PEAK Performance - A-B Tech Success Coaching
  - Center for Academic Achievement (Tutoring and Writing Center)
  - Access to Achievement
  - Student Life and Development
  - Veteran Services
  - Vet Café
  - RESET Room
  - Food Pantry
  - Campus Safety
  - Title IX
  - Health Clinic
  - Dental Clinic
  - A-B Tech Spa
  - A-B Tech Barber Academy
  - A-B Tech Window Market and Dining
- ☐ Student Handbooks, Parking Passes, & ID Cards
- ☐ Multi-Factor Authentication

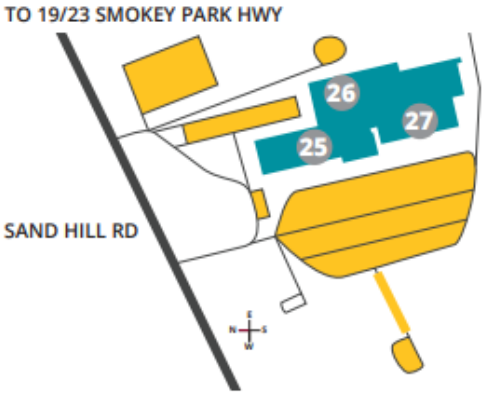
*Maps are not to scale



ABTech Community College
828-398-7900
abtech.edu

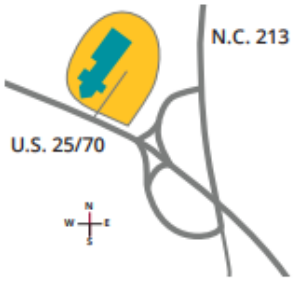
Asheville Campus 340 Victoria Rd, Asheville, NC 28801

1. Thomas W. Simpson Administration Building
2. Haynes/Balsam Building
3. Birch Building
4. Dogwood Building
5. K. Ray Bailey Student Services Building
6. Don C. Locke Library
7. Ferguson Building
8. J. Herbert Coman Student Activity Center
9. Elm Building
10. Sycamore Building
11. Sunnicrest
12. Magnolia at Brumit Hospitality Center
13. Fernihurst at Brumit Hospitality Center
14. Fernihurst Annex A & B
15. Advanced Manufacturing Ctr./Maple Building
16. Maple Building Annex
17. Chestnut Building
18. Mission Health/A-B Tech Conference Center
19. Smith-McDowell House Museum
20. Hemlock Building
21. Poplar Building
22. Ivy Building
23. Roberson Building (93 Victoria Road)
24. Ferguson Center for Allied Health and Workforce Development



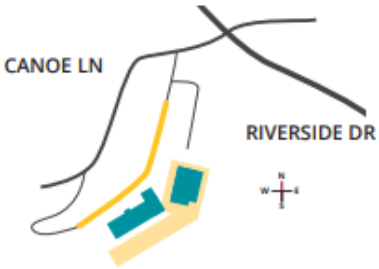
A-B Tech Enka 1465 Sand Hill Rd, Candler, NC 28715

25. Blue Ridge Food Ventures
26. Technology Commercialization Center
27. Small Business Center and Business Incubation



A-B Tech Madison

Ramsey Building
4646 US 25-70, Marshall, NC 28753



A-B Tech Woodfin

Buncombe County Public Safety Training Facility | A-B Tech Emergency Services
24 Canoe Lane, Woodfin, NC 28804

New Student Orientation Welcome Guide

The K. Ray Bailey Student Services Building

The K. Ray Bailey Student Services Building is the hub of the Student Services division of the College. Student Services is here to inspire you to achieve your dreams, help you through the enrollment process and college experience, support you during your time at A-B Tech, and celebrate your successes along the way! Whether it's getting enrollment help, speaking with the Financial Aid office, seeing an advisor or counselor, submitting official college forms at the Information Desk, or visiting the College Bookstore, the Bailey Building is here for you! For the Bailey Building hours of operation go to https://abtech.edu/hours

Offices Located in the Bailey Building:

- The Information Desk
- Enrollment Services & Admissions
- Financial Aid & Scholarships
- Student Advising
- Student Support Services
    - Support Services and Accommodations
    - Career Services & Personal Counseling (free for A-B Tech curriculum students)
    - Veterans' Services
    - ARC (Addiction, Recovery, & Coping)
- Records & Registration
- Testing Center
- The A-B Tech Bookstore

Student Services Offices not located in the Bailey Building:

- Student Life & Development—Located in the Coman Student Activity Center

New Student Orientation Welcome Guide

Apply for Financial Aid and Scholarships

To apply for Financial Aid at A-B Tech, complete the following:

Complete a FAFSA – Free Application for Federal Student Aid

Create an FSA ID and password at fsaid.ed.gov. Learn more about how to complete a FAFSA on our website at abtech.edu/financial-aid. Remember to enter A-B Tech's school code (004033) to give permission to access your FAFSA.

Apply for A-B Tech Scholarships

To apply for A-B Tech scholarships, visit our website at abtech.edu/scholarships.

Select a Program of Study if You Did Not Select on Application

Your FAFSA will not be processed unless you are in an eligible academic program, so complete this step as soon as possible to allow plenty of processing time before classes start. You may select your Program of Study on your A-B Tech College application. You can change your Program of Study by meeting with a Student Advisor in the Bailey Building.

Check Student Email and Turn in Requested Documents

All correspondence from the Financial Aid Office is sent directly to your A-B Tech Student Email account. Check your Student Email periodically while your aid is being processed in case the Financial Aid office needs more information from you. You can also view the "Required Documents" link in Financial Aid Self-Service to see what information the financial aid office has requested. Your aid will not be processed or approved until after you turn in all required documents to the Financial Aid Office. Financial Aid forms can be found at abtech.edu/financialaidforms.

View Your Financial Aid Award Letter in Financial Aid Self-Service

Once your Financial Aid is awarded, your Financial Aid Award Letter will be posted to your Financial Aid Self-Service. You can access Financial Aid Self-Service by going to the AB Tech website at abtech.edu, select Online Services at the top of the page, and choose Self-Service from the drop-down menu. You will receive an email to your Student Email account when this letter is posted. This letter will outline the types and amounts of aid you have been awarded, and receiving it means that your Financial Aid is in place for the upcoming semester.

Apply for Federal Work Study

After your file is complete and you receive your Award Letter, we have other aid programs that might interest you. Did you know that you can earn a paycheck throughout the semester by participating in the Federal Work Study program? On and off-campus jobs may be available. Learn more at abtech.edu/financial-aid-home/work-study.

Receiving Aid at A-B Tech

For more information about how to use your financial aid to pay for classes and books or how your aid will be disbursed to you via BankMobile, visit our website at abtech.edu/financial-aid-home/receiving-aid.

New Student Orientation Welcome Guide

Complete College Placement

Before you can register for certain classes, A-B Tech needs to assess your math and English skills. Review the following placement options

Submit Transfer Credit in English and/or Math Students with college-level math and/or English courses with a grade of "C" or higher from a regionally accredited institution may be eligible for transfer credit. Students with a passing grade in developmental math and/or English courses from a North Carolina Community College may also be eligible for placement. An official transcript from the college at which the course was completed is required. Students who have completed an AP Exam in math or English with a score of 3 or higher may also qualify for placement credit. Transcripts or AP scores should be sent to registrar@abtech.edu or the address below:

Records and Registration, A-B Tech Community College, 340 Victoria Rd, Asheville, NC 28801.
Please allow two weeks for A-B Tech to receive and process a transcript mailed from another school. Electronic Transcripts must come directly from the institution to A-B Tech. Approved transfer credit will be posted to a student's account and can be viewed in Self-Service.

Submit High School Transcripts-You may be able to submit an official high school transcript to place into college-level classes. Come speak with a Student Advisor in the Bailey Building for more information about this placement option or visit abtech.edu/placement**.** Official high school transcripts should be sent to admissions@abtech.edu or this address: **Admissions, A-B Tech Community College, 340 Victoria Road, Asheville, NC 28801.** Please allow two weeks for A-B Tech to receive and process a transcript mailed from another school. Electronic Transcripts must come directly from the institution to A-B Tech.

Submit Scores for Alternate Approved Assessments
If you took an alternate approved assessment like the SAT, ACT, or a placement test at another college, you may submit your official scores for college placement.
If you took a placement test at another college, contact the original school, and have them send us your official placement test scores. You can view the minimum scores required for these tests on our website at: abtech.edu/testing-center/alternate-placement-assessments.

Alternate Placement Scores should be sent to:
Testing Center, A-B Tech Community College, 340 Victoria Road, Asheville, NC 28801.

Complete the College Placement Assessment
If none of these options work for you, you'll be required to take our placement test. Visit a Student Advisor in the Bailey Building to find out more about our college placement testing. You can also find out more about College Placement by visiting the A-B Tech website at abtech.edu/placement.

New Student Orientation Welcome Guide

Select a Program and Meet with an Advisor

If you plan on pursuing a degree, diploma, or certificate at A-B Tech, you'll need to select your program so that we know what you want to study. You'll then consult with your Advisor to set up your Plan.

Select Your Program of Study

You may select your Program of Study on your A-B Tech College application.

Change your Program of Study Online or In-Person!

You can change your Program of Study one of two ways—online or in-person.

Online

Email advising@abtech.edu to change your program

In-Person in the Bailey Building

You can also change your program in person by meeting with a Student Advisor in the Bailey Building. Advisors are available on a walk-in basis, or you can contact them by emailing advising@abtech.edu from your A-B Tech student email address. (You can also meet with a Site Director at the Madison campus to select your program.) The Student Advisor will place you into your program of choice and assign your advisor. You will then contact your advisor to set up an appointment to discuss the program and your plan.

Consult with Your Advisor to Create a Course Plan

If pursuing a program at A-B Tech, you must consult with your advisor to create a plan. A plan is a list of recommended classes to take each semester. Your advisor will help guide you through the program requirements and ensure that you are registering for the classes appropriate for your program. This plan must be in place each semester before you are allowed to register for classes.

Interested in Financial Aid? This is an Important Step!

If you have applied or plan to apply for financial aid, you must be officially accepted in a financial aid eligible program before your financial aid application is processed. Select your academic program as soon as possible so that there is no delay in getting your financial aid processed.

Ready to Select Your Program? Come Visit Us in Bailey!

Come see a Student Advisor in the Bailey Building to be placed into your program of choice today! No appointment is necessary.

New Student Orientation Welcome Guide

Register for Classes, Drop/Withdraw Deadlines

Once you have completed all necessary enrollment steps and are ready to register for your classes, you can register through Self-Service.

Register for Your Classes in Self-Service

When you're eligible to register:

- Go to abtech.edu → Online Services → Self-Service.
- Select Registration, then Schedule and Register for Classes.
- Search for your classes and complete your registration.
- If you're in an academic program, use the course plan you created with your advisor.

Need help? Visit abtech.edu/registration for a registration tutorial, stop by the Enrollment Lab (Room 070) in the Bailey Student Services Building, or call **(828) 398-7900.**

Registration Deadlines— You can register for a class **until the class first meets**. For online classes, you can register through the first day of class. Register early for best course availability. For most full-length classes (14 weeks or longer), you can add the class up to 48 hours after it begins. For shorter classes (less than 14 weeks), you can add them until the class meets for the first time

Drop/Withdraw Deadlines

Most deadlines and important dates are posted on the College calendar at abtech.edu/deadlines.

Drop Deadlines—To get a full refund, you must drop a class by midnight before the class start-date published in Self-Service. To get a 75% refund, you must drop a class before the 10% point of the class.

Withdraw Deadlines – After the 10% point of the class, you can no longer drop a course. You must withdraw from the course, which will not affect your GPA, but may affect financial aid eligibility. Instructions about withdrawing from classes can be found at abtech.edu/records. You can withdraw from a course until the 75% point of the class.

NOTE: After 75% point of the class is through, you can no longer drop or withdraw. You will remain enrolled in the class. You'll receive no refund, and you'll receive the grade you earned.

Pay for Your Classes

Pay for Your Classes

Payment deadlines are in place each semester and can be viewed on the College Calendar at abtech.edu/calendar. Registered students who do not pay in full, set up a payment plan, or have financial aid in place by the payment deadline will be dropped from their classes for non-payment. You can pay for your classes online, in-person, through a payment plan, or with Financial Aid.

Online through Self-Service

If you are paying in-full with a debit or a credit card, you can submit payment through Self-Service. You can access your bill by going to the AB Tech website at abtech.edu, select Online Services at the top of the page, then choose Self-Service. Once the Self-Service main menu appears, choose Student Finance. Next, you will choose Make a Payment on the right-hand side of the screen.

In-Person at the Business Office

If you would like to pay in person, you can do so by visiting the Business Office. The Business Office is the Roberson Building located at 93 Victoria Road. Check the hours of operations at abtech.edu/hours

Through the Payment Plan

Not qualified for financial aid but unable to pay your tuition in full? You may want to take advantage of our payment plan option. Your tuition will be split into three payments—one due immediately and two that will be automatically drafted on certain days throughout the semester. To pay through the payment plan, visit the website at abtech.edu/payment, and follow the instructions for “Payment Plans with Nelnet” link under Option 2. There is no interest, but a $30 payment plan enrollment fee is required.

With Financial Aid

Financial Aid options and dates can be viewed at abtech.edu/financial-aid-dates-deadlines. Students who have financial aid in place by the payment deadline (verified through a “Financial Aid Award Letter” posted to Financial Aid Self- Service), do not have to pay for their classes up front. Your financial aid will automatically be applied to your account balance on specific disbursement dates during the semester.

New Student Orientation Welcome Guide

How to Access Your Online Tools

There are five online tools you will use as a student at A-B Tech: Self-Service, Student Orientations, Moodle, and Student Email.

Self-Service is where you can access Student Finance information, Financial Aid data and forms, Registration for classes, Verify/Change My Contact Information, and check your Grades.
Student Orientations navigates you to the Student Orientations and Training Trailhead where you can access New Student Orientation.
Moodle is your online classroom. This is where you'll complete any online components to your courses.
These tools have the same login info.
Username-Your username is usually your first name, middle initial, last name (firstmlast), all lowercase and without any spaces or punctuation. If you didn't provide A-B Tech with a middle name, your username may just your first name and last name.
Password-Your default password should be your date of birth in six digits (MMDDYY). Be sure to use only the last two digits of your birth year. NOTE: Visit abtech.edu/password to create your new A-B Tech password, as well as add security to your new password, that will apply to all your student accounts as soon as possible. You may also create a password by logging into your student email.

Student Emai and College Accounts

Please be aware that your A-B Tech user accounts (including your email account) are temporary resources for you to use while you are a student. Shortly after you have completed your coursework at A-B Tech, your user accounts will be deleted. **We recommend using a personal email address for websites, apps, and online services instead of your student email. Also, keep personal files out of your college accounts and save copies of any important files or emails you wish to keep. Using your student email primarily for college-related purposes will help you avoid losing access to personal accounts after you leave the college.**

Your A-B Tech student email is the primary way the college will communicate with you, so we recommend using it primarily for college-related purposes. Student email is hosted through Microsoft Office 365 and can be accessed at outlook.office365.com.

Email Username- Your email username is your full student email address, which includes your Self-Service / Student Orientations / Moodle username plus "@students.abtech.edu."
Email Password-Your default password is your date of birth in six digits (MMDDYY). Be sure to use only the last two digits of your birth year. NOTE: Visit abtech.edu/password to create your new A-B Tech password, as well as add security to your new password, that will apply to all of your student accounts as soon as possible.

Need Additional Help?

For any additional help with your student accounts, contact the IT HelpDesk by email at helpdesk@abtech.edu or by phone at (828) 398-7550.

New Student Orientation Welcome Guide

On-Campus Resources for Students

A-B Tech students have a variety of resources available to them on campus. Learn more about the following resources in your Student Handbook!

Career Services

Are you stressed or unsure about your academic options? Meet with a Career Counselor to explore your potential! Learn what careers would be a good fit for you and what you can do with the various programs offered at A-B Tech. We offer Career Exploration, Interview Skills, and Resume Writing workshops. Schedule a session today through the Career Services webpage.

Career Clothes Corner

Do you need professional clothes for an interview or a job, but don't have any money for new clothes? Come to the Career Clothes Corner in Bailey Student Services and "shop" for free. All items provided are ready to wear. We have a variety of sizes, styles, and items, including shoes and accessories. The Career Clothes Corner is located Bailey Student Services 053.

Personal Counseling

A-B Tech provides free, confidential counseling to students enrolled in any class. Located in the K. Ray Bailey Student Services Center, students are encouraged to use counseling services at any time if they have personal, academic, or career concerns. Appointments are held in person and virtually. The professional counseling staff, after the initial assessment, will refer students who need specialized or long-term services to appropriate resources within the community. Same-day appointments are typically available for students in crisis or in unsafe situations. Individuals experiencing an emergency should call Mobile Crisis Management Services (MCM) at (888) 573-1006. MCM is a community resource that is available 24/7. For a Personal Counseling appointment, please contact sherronkbristol@abtech.edu.

TalkCampus Peer Support

The TalkCampus community offers valuable advice, resources, and coping skills from students who have been through similar situations. Download TalkCampus now to speak openly about your mental well-being, and to support others in a non-judgmental environment. Sign up at TalkCampus using your student email.

They now offer free, confidential virtual counseling. You can choose the time and language that works for you. Curriculum students can self-refer by completing the referral form using their student email.

Accommodations for Disabilities

If you are a student with a permanent or temporary disability and require accommodations, you can request services through the Disability Support Services webpage. Follow the steps under the “Steps to Apply” heading. For more specific questions, please email supportservices@abtech.edu.

A-B Tech's Quality Enhancement Plan: PEAK Performance - A-B Tech Success Coaching section

The PEAK Success Coaching program at A-B Tech is a college initiative aimed at empowering students for academic success and beyond. Success coaches provide personalized support, guidance, and resources to students. Success coaches work with students from pre-enrollment to graduation, assisting with goal setting, engagement, connecting students to resources, and providing career guidance. They facilitate the acquisition of institutional knowledge and essential life skills that foster resilience, empowerment, and the achievement of both short- and long-term goals.

The PEAK Success Coaching Program focuses on enhancing students' academic performance, confidence, and skills through a collaborative relationship between students and coaches. Through the program, students will experience increased satisfaction with the college and their educational experience, success rates, retention, and credential completion, along with decreased equity gaps in academic performance and graduation rates. This initiative aligns with the strategic goals of RISE Above and foundational focus areas such as learner focus, barrier removal, and equity. For more information visit the PEAK webpage

Center for Academic Achievement (Tutoring and Writing Center)

Did you know you can receive free tutoring and help with writing papers? There is STEM tutoring for all math, chemistry, physics, biology, accounting, engineering, Spanish, French, and others. There is writing assistance for all states of development of the writing process: brainstorming, organization, formatting, evidence, and editing. They can also help with resumes, scholarship letters, and other writing projects not associated with a specific class. Help can be received in person or virtually. For more information about accessing and appointments, visit the Center for Academic Achievement webpage.

Access to Achievement

A-B Tech's Department of Student Life and Development works to create a dynamic, inclusive, and collaborative college community environment. The department provides opportunities for personal enrichment, leadership development, and civic engagement, and supports co-curricular education outside the classroom. Student Life & Development offers events and programming that provide enriching and transformative experiences for students. The Student Life offices are located in the Coman Student Center. You can learn more about Student Life & Development through their webpage.

Veteran Services

A-B Tech has a Veterans Services Coordinator on staff to assist students in obtaining their Veteran's benefits. The Veterans Coordinator is an employee of A-B Tech Community College and not the Veterans Administration. While we can help facilitate the paperwork process for the receipt of benefits. Any questions on amounts received or length of eligibility will need to be directed to the VA (see links and phone numbers below).

The Veterans Coordinator is located in the K. Ray Bailey Student Services Center and may be reached at veteranservices@abtech.edu. Steps to request benefits can be found on the Veteran Benefits webpage.

Vet Café

The Vet Cafe is a safe, comfortable place on campus for veterans to network, study, relax, and get connected with resources. Computers are available. The Vet Café is located in Ferguson Building, Room 108 (next to Library, #7 on A-B Tech Asheville Main Campus Map). More information can be found at the Vet Café webpage.

RESET Room

The RESET Room is a safe place for those in recovery (from anything, not only substances) or who have questions about recovery to come, press pause, and reset before continuing with the day. The RESET Room is located in ELM 204. If you have any questions, contact Sherron Bristol at sherronkbristol@abtech.edu or (828) 398-7536, or email supportservices@abtech.edu. More information can be found at the Addiction, Recovery, and Coping (ARC) webpage.

Food Pantry

To remove one more barrier to obtaining educational goals, food pantries of non-perishable items are available for students in Bailey Student Services, Hemlock, Allied Health Workforce Development (AHWD) buildings, Woodfin campus, and Madison site. Also, the 4th Wednesday of every month, A-B Tech, in partnership with Manna and WNCCHS, hosts a Community Market from 11-12:30 in the parking lots behind Magnolia. More information can be found on the Food Pantry webpage.

Campus Safety

The A-B Tech Police and Security Department employes both sworn police officers and no-sworn security officers to promote a safe and productive learning and working environment for students and employees. There is always an office on duty and our campus I protected 24 hours a day, 7 days a week. For more information visit the Campus Safety webpage.

Title IX

Title IX is a federal law that prohibits discrimination on the basis of sex in any federally funded education program or activity. Title IX protects all members of our campus community who experience sex discrimination, sexual harassment, sexual assault, interpersonal violence (including dating and domestic violence), stalking, or discrimination on the basis of pregnancy. These protections apply to students, faculty, staff, contractors, applicants, and campus visitors. More information can be found on the Title IX webpage.

Student Life & Development

A-B Tech's Department of Student Life and Development works to create a dynamic, inclusive, and collaborative college community environment. The department provides opportunities for personal enrichment, leadership development, and civic engagement, and supports co-curricular education outside the classroom. Student Life & Development offers events and programming that provide enriching and transformative experiences for students. The Student Life offices are located in the Coman Student Center. You can learn more about Student Life & Development through their webpage.

A-B Tech Health Clinic

The A-B Tech Health Clinic provides examinations by a licensed physician assistant/nurse practitioner. Student fees are $10/visit (with student ID). Student vouchers are available for a free visit during Health Clinic hours. The cost for employees is $15. Services include treatment for blood sugar, blood pressure and cholesterol evaluations, prescriptions, minor emergencies, smoking cessation, medical questions, aches, pains, rash, cold, flu and virus care. The Health Clinic is in the Ferguson Center for Allied Health and Workforce Development—room 115.17. Walk-Ins are welcome on the designated days the clinic is open during the semester. Appointments can also be made by e-mailing healthclinic@abtech.edu or calling (828) 398-7570.

A-B Tech Dental Clinic

A-B Tech Allied Dental Clinic offers great savings on dental treatments. The services provided are routine dental cleanings, periodontal (deep) cleanings, fluoride treatments, and digital dental radiographs. Services are performed by our Dental students in a learning environment. The clinic is by appointment only, and they accept cash, checks, and credit cards. The Dental Clinic is located on the 1st floor of the Ferguson Center for Allied Health and Workforce Development at 10 Genevieve Circle, Asheville, NC 28801. For additional information, you may call (828) 398-7255 or email dental@abtech.edu.

A-B Tech Spa

Did you know that we have a spa on campus run by our Cosmetology students? Come enjoy a variety of treatments like a cut, color, and style; a manicure or pedicure; or a facial, waxing, or make-up application. Email spa@abtech.edu to make an appointment.

A-B Tech Barber Academy

The Barber Academy provides a variety of services. Appointments are offered on Monday - Thursday between 10:00 a.m. and 2:00 p.m. You can reach the Barber Academy for information at barber@abtech.edu or call (828) 747-9611.

A-B Tech Window Market and Dining

Email abtech.edu/dining to be added to the mailing list.

New Student Orientation Welcome Guide

Student Handbooks, Parking Passes, & ID Cards

Make sure you have all the resources you need for a successful start at A-B Tech!

To be fully prepared on the first day, make sure you get your Student Handbook, parking pass, and ID card ahead of time.

Student Handbook & Calendar



You can download a PDF version of the Student Handbook & Calendar by visiting abtech.edu/student-handbook. This book doubles as your Student Handbook and a weekly planner/calendar to keep track of all your schoolwork and college deadlines. You are responsible the for reading the Student Handbook in full and knowing the policies and procedures outlined there.

Student ID Cards



Student ID Card Request Online Form

You will use your full A-B Tech student email address and password to log in to the form. After you have submitted the form, you will be emailed at your student email account when the card is ready for you to pick up. The email will include instructions for picking up the ID card. You will need to present a valid driver's license or other government-issued photo ID to pick up your I.D.

Student Parking Decal



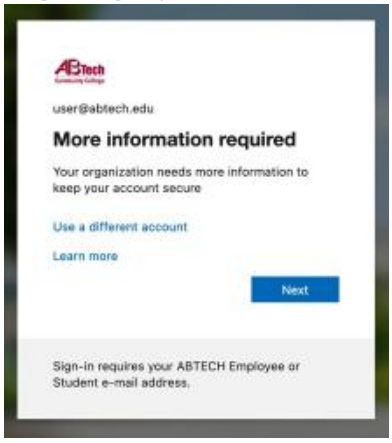
To obtain a student parking decal, please visit abtech.edu/about/campus-safety/parking-decals for further instructions.

Enable Multifactor Authentication to Protect Your A-B Tech Account!

When you enable multifactor authentication (MFA), you will sometimes be asked to complete a new step before you can sign into your account. This new step is what makes your account safer; if someone else is trying to sign into your account, just knowing your password is no longer enough.

To sign up for MFA, please visit https://abtech.edu/password and click "Enable MFA."

Signing up for Multifactor Authentication



MFA is part of the Microsoft Online system that you already use to sign into email, Self-Service, and more.

You can sign up for MFA using any of the following:

- The Microsoft Authenticator app on your smartphone
- Another authenticator app (e.g. Authy or Google Authenticator)
- A phone that can receive SMS text messages
- A phone that can receive automated voice calls

If you do not have one of the above, please reach out to the IT HelpDesk.

We recommend using the Microsoft Authenticator app to protect your account; it is the most secure option, and it will work with or without cell service or Wi-Fi. If you would prefer to set up MFA using your phone number, click "I want to set up a different method."

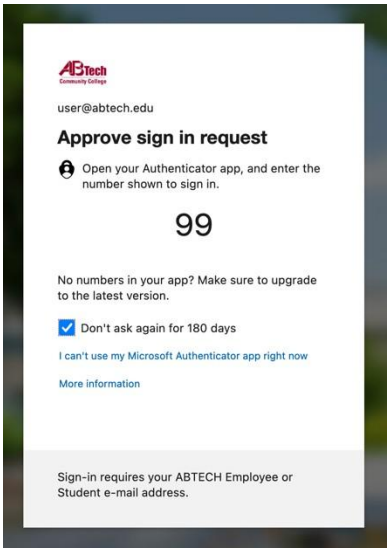




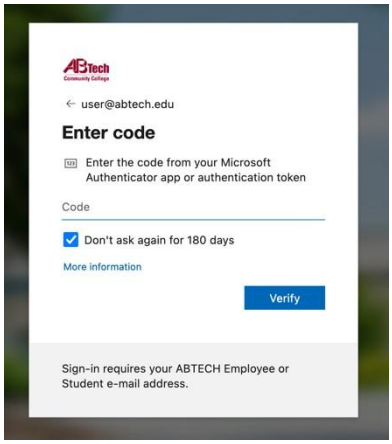
Microsoft will guide you through the process of setting up multifactor authentication. Please follow the instructions carefully. **If you need assistance, please reach out to the IT HelpDesk at helpdesk@abtech.edu or (828) 398-7550.**

Using Multifactor Authentication

MFA with an Authenticator App

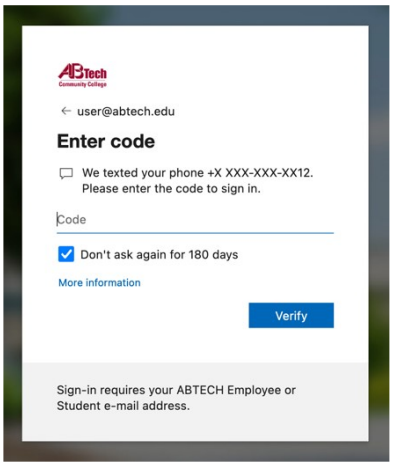


With the Microsoft Authenticator app, you will receive a pop-up on your phone after you sign in. It will ask you to enter the number shown after you submit your password. Enter that number to sign in.

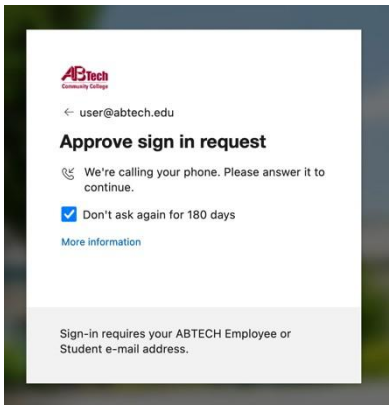


If that pop-up does not appear on your phone (or if you use a different authenticator app), click on "I can't use my Microsoft Authenticator app right now," then "Use a verification code" on the next page. The app generates a code you can enter to sign in.

MFA with a Phone Number

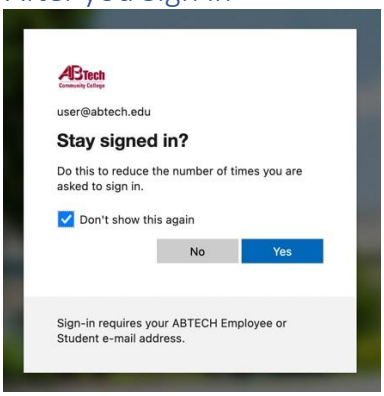


If you sign up for MFA using a phone number, you can choose to receive a text message or a phone call. The text message will include a verification code; enter that code to sign in.



If you choose to receive a call, Microsoft will call you with an automated message. Answer your phone to sign in.

After you Sign In



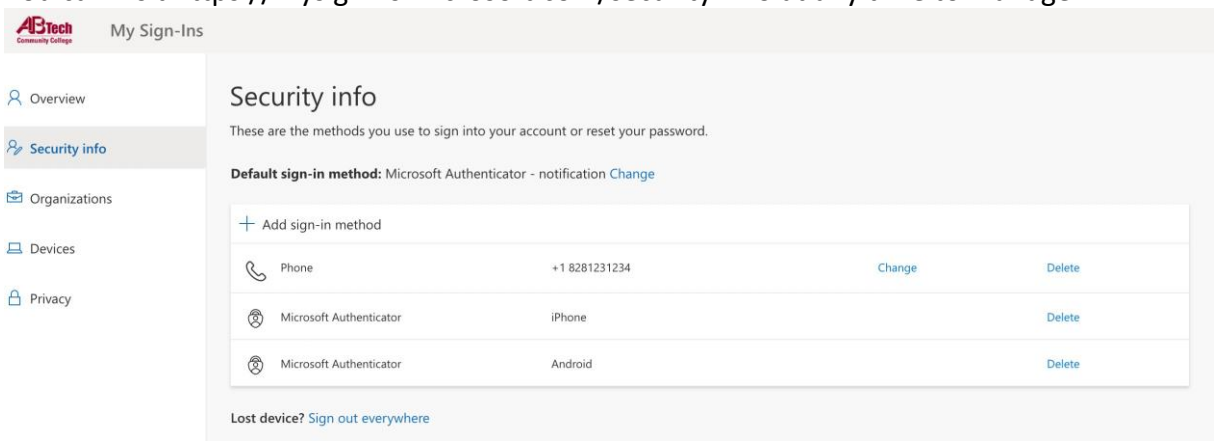
You may be asked if you want to stay signed in. If you are on a shared computer (like one in a computer lab) or someone else's computer or device, please choose "No." If you are on a computer, phone, or tablet that only you have access to, you can choose "Yes" to tell Microsoft that you trust this device.

If you need assistance, please reach out to the IT HelpDesk at helpdesk@abtech.edu or (828) 398-7550.

Multifactor Authentication FAQ

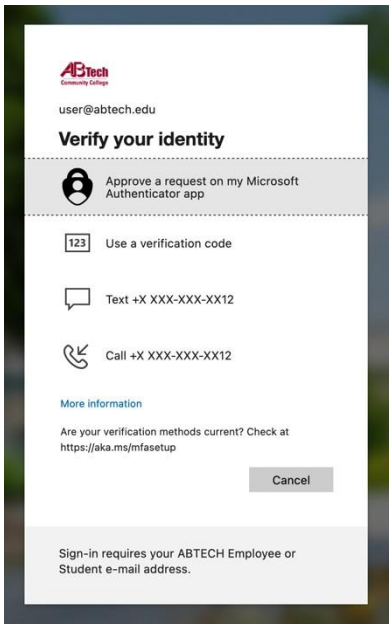
How can I manage multifactor authentication?

You can visit https://mysignins.microsoft.com/security-info at any time to manage MFA.

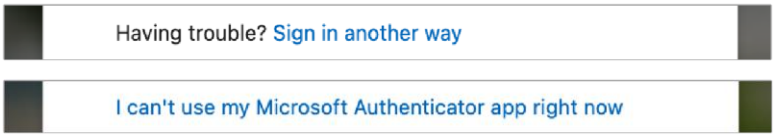


On this page, you can add and remove devices and phone numbers, change the default sign-in method, and sign out if you lose your device.

Can I choose a different method when signing in?



If you have more than one method set up, you will be able to choose between them when signing in. You may be shown the "Verify your identity" options by default, or you may have to access those options through a link:



If you need assistance, please reach out to the IT HelpDesk at helpdesk@abtech.edu or (828) 398-7550.

What do I do if I…

…lose my phone?	Please reach out to the IT HelpDesk immediately if you lose a device that is linked to your account.
…get a new phone or number?	Let the IT HelpDesk know in advance, if possible, before changing your number or upgrading your phone. If you still have access to your old phone, you can add your new phone at https://mysignins.microsoft.com/security-info.
…get a suspicious MFA message?	Contact the IT HelpDesk to review your sign-in activity; an unusual text or Microsoft Authenticator message may indicate that you need to change your password.