



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
- New Student Enrollment Checklist
- The K. Ray Bailey Student Services Building
- Apply for Financial Aid & Scholarships
- Complete College Placement
- Select a Program & Meet with Program Advisor
- Register for Classes, Drop/Withdrawal Deadlines
- Pay for Classes
- How to Access Your Online Tools
- On-Campus Resources for Students
 - Career Services
 - Personal Counseling
 - Academic Learning Center & Writing Center
 - Support Services
 - Student Life and Development
 - Veteran Services
 - Addiction, Recovery, and Coping (ARC)
 - Campus Safety
 - Dental Clinic
 - Health Clinic
- Student Handbooks, Parking Passes, & ID Cards
- Multi-Factor Authentication

*Maps are not to scale

ABTech

Community College

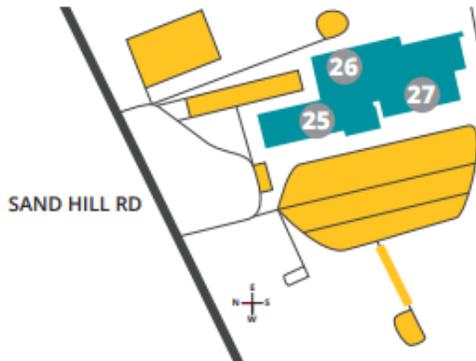
828-398-7900
abtech.edu



Asheville Campus 340 Victoria Rd, Asheville, NC 28801

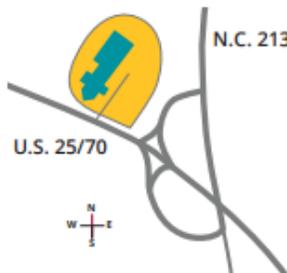
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| 1. Thomas W. Simpson Administration Building | 9. Elm Building | 18. Mission Health/A-B Tech Conference Center |
| 2. Haynes/Balsam Building | 10. Sycamore Building | 19. Smith-McDowell House Museum |
| 3. Birch Building | 11. Sunnicrest | 20. Hemlock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

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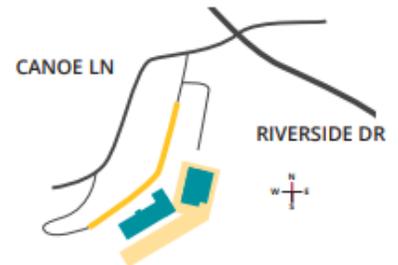
A-B Tech Enka 1465 Sand Hill Rd, Candler, NC 28715

- 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 Enrollment Checklist

Apply to A-B Tech

Go to abtech.edu/apply to complete three steps: 1) A general **College Application** where you will select your program of study 2) **Residency Determination** through the NC Residency Determination Service. You will need to enter your Residency Certification Number on your application. 3) Requesting your **High School Transcript** is recommended (see details at abtech.edu/admissions). You may need to use your transcript for placement.

Apply for Financial Aid

We encourage you to complete a Free Application for Federal Student Aid (FAFSA) online at fafsa.gov and include A-B Tech's school code (**004033**). For help with your FAFSA, make an appointment at abtech.edu/applyforaid. Be sure to check **Self-Service** and student email regularly for Financial Aid updates. Financial Aid information is available at abtech.edu/financial-aid.

Set Up Student Accounts and Multifactor Authentication

Instructions for logging in and creating your A-B Tech Password are on side 2. Protect your A-B Tech Accounts by signing up for Multifactor Authentication, complete this **mandatory** step at abtech.edu/password.

Complete Placement

English and/or math placement is required for program advising, specifically for any classes with English and/or math prerequisites. For information about placement options, go to abtech.edu/placement.

Complete New Student Orientation

Go to abtech.edu/nso to complete New Student Orientation (NSO). You'll need your student ID number, which you'll receive by email about 24 hours after completing a College application. If you already have a degree or are visiting from another school, you'll be waived from NSO and will receive a New Student Resource Guide via student email.

Consult With Your Advisor

Each semester, you must meet with your assigned advisor before you can register for classes. Please login to Self Service to find the name of your advisor and their contact information. A full list of advisors by program is available on our website at abtech.edu/myadvisor. If your advisor is listed as Student Advisor or you do not have an advisor listed, please reach out to Student Advising at advising@abtech.edu.

Register and Pay for Classes

You may register for classes online through Self-Service after completing the Payment Agreement in Self-Service. For help with online class registration, go to abtech.edu/registration. To view payment options, including payment plans, go to abtech.edu/payment.

Need Assistance with the Enrollment Steps?

For assistance in person, feel free to visit the Enrollment Lab in the K. Ray Bailey Student Services Center Monday—Thursday from 9:00a.m. to 6:00p.m. and Friday from 9:00a.m. to 5:00p.m. You may also make a virtual appointment for assistance by visiting abtech.edu/virtualenrollmentlab.

Considering a Different Academic Program?

You may change your program of study in WebAdvisor or by emailing Student Advisors at advising@abtech.edu. If you're undecided about a career path or program, free Career Counseling is available at abtech.edu/careers, 828.398.7209, or careerservices@abtech.edu.

Helpful Information for New Students

Distance, Online, and Off-Site Students

Students who do not live in Buncombe or a neighboring county or who are taking only online classes may receive distance Student Services via email or phone. For more information visit abtech.edu/distance. Enrollment assistance is also available at the Madison and Woodfin sites. For directions and hours see abtech.edu/locations.

Students can select or change a program of study online in WebAdvisor. For assistance selecting a program, students may email advising@abtech.edu. Students in a program must work with their assigned program advisor.

Log In to Student Accounts

Username – Usually your first name, middle initial, and last name, all lowercase, 20 characters maximum.

Password – See “Student Email” below for initial setup.

Student Email – Step 1: On the menu bar at the top of abtech.edu, select “Online Services,” then select “Student Email.” Enter your full student email address, which is your A-B Tech username plus “@students.abtech.edu.” Your initial password is your six-digit birthdate (MMDDYY). You will create a new password that applies to all your accounts.

Step 2: Go to abtech.edu/password and click **Enable MFA**. You will be prompted to enable Multifactor Authentication, which is **mandatory**. For assistance, contact the IT Helpdesk at helpdesk@abtech.edu or (828) 398-7550.

Self-Service, WebAdvisor, Student Orientations, and Moodle – On the menu bar at the top of abtech.edu, select “Online Services” and then select the account type. Log in using your A-B Tech username and password.

View Class Schedules and Availability

The most up-to-date class offerings can be viewed in Self-Service. For instructions, go to abtech.edu/registration.

Paying for Classes

Payment options can be viewed at abtech.edu/payment. Payment deadlines are posted on the College calendar at abtech.edu/deadlines. Registered students who don't pay in full, set up a payment plan, or have financial aid awarded before the payment deadline may be dropped from their classes.

Payment Plans – Instructions are available at abtech.edu/payment for students who want to pay their tuition in installments throughout the semester. There's no interest, but a \$25 payment plan enrollment fee is required.

Paying with Financial Aid – Financial aid options and dates can be viewed at abtech.edu/financial-aid. Students with financial aid who meet all eligibility requirements do not need to pay for classes up-front. Financial aid will be applied automatically to your account balance on specific disbursement dates during the semester.

Deadlines

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

Registration Deadlines – There's no single deadline for registration. 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.

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.

Withdrawal Deadlines – Class withdrawal instructions and deadlines are available at abtech.edu/records.

Need Help? Contact Us!

828.398.7900 | info@abtech.edu | abtech.edu

K. Ray Bailey Student Services Center
340 Victoria Rd, Asheville, NC 28801
Mon.–Thur. 9 a.m.—6 p.m. Fri 9 a.m.—5 p.m.



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! The Bailey Building is open Monday-Thursday 9:00a.m.—6:00p.m. Friday 9:00 a.m.—5:00p.m.

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
- The A-B Tech Bookstore

Student Services Offices not located in the Bailey Building:

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

RISE

Respect • Integrity • Support • Equity
for Everyone



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. To view current scholarship offers, click on the “Trending Scholarship/News” link.

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 in WebAdvisor or 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 and/or Student Loans (Optional)

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. Interested in getting a student loan to help cover expenses? Learn about the federal Direct Loan program at abtech.edu/financial-aid/direct-loans.

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.



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

If you've graduated high school within the last 10 years, you may 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 the address below:

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. The scores must be less than 10 years old.

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.



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 through Web-Advisor

You can change your program online through WebAdvisor by clicking on the “Change My Academic Program” link under the Curriculum Students menu. You can view instructions on how to select your program in WebAdvisor at abtech.edu/programselection. If you are successful, WebAdvisor will display a confirmation and list your advisor's name. For advisor contact information, please visit abtech.edu/myadvisor or check self-service. Write this information down! Contact your advisor to set up an appointment to discuss your plan. (Note: Only our open academic programs are listed on WebAdvisor. If you want to pursue one of our selective or limited programs, you will need to see an advisor in the Bailey Building.)

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.



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

Once you are eligible to register, you can do so in Self-Service. You can access Registration 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 Registration, then choose Schedule and Register for Classes to search and register for the courses you are interested in. If you are in an academic program, use the Plan created when you consulted with your advisor to find courses to take.

For directions on how to register online, visit our website at abtech.edu/registration, and then choose How to **Register for Classes** from the list of options.

For further registration help, visit the **Enrollment Lab** (room 070) in the Bailey Student Services Building or call the Information Center at **(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.

Drop/Withdraw Deadlines

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

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

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. The Roberson Building is open from 9:00a.m.—5:00p.m. Monday through Friday.

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 \$25 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.



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, WebAdvisor, and Student Email.

Self-Service, Student Orientations, Moodle and WebAdvisor

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.

WebAdvisor is your personal administrator to A-B Tech where you can select your program or change your program.

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 Email

Student email is where you'll receive most communications from A-B Tech. A-B Tech student email is hosted by Microsoft Office 365 and can be accessed by visiting outlook.office365.com.

Username

Your email username is your full student email address, which includes your Self-Service / Student Orientations / Moodle/ WebAdvisor username plus "@students.abtech.edu."

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, by phone at (828) 398-7550, or by visiting them on the first floor of the Locke Library.



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! Email a Career Counselor at careerservices@abtech.edu to schedule a session.

Personal Counseling

A-B Tech provides free, confidential counseling and related services for adult (age 18 or older) students located in the Bailey Building. Students are encouraged to use counseling services at any time if they have personal, academic, or career concerns. Same day appointments are typically available for students in crisis or in unsafe situations. For a Personal Counseling appointment, please contact our **Student Support Services** office at **(828) 398-7581**.

Tutoring Center & Writing Center

Did you know that you can receive free tutoring when referred to the Tutoring Center by your instructor? **The Tutoring Center offers tutoring for most math and science courses.** Come visit the Tutoring Center in the Ferguson Building—rooms 114, 116, and 118. Visit the Tutoring Center website at abtech.edu/tc.

Need help writing a paper for a class? Visit the Writing Center in the Don C. Locke Library. **The tutors in the Writing Center can help you develop strategies for planning, organizing, drafting, and revising papers, reports, or other documents.** The Writing Center can also help with resumés, scholarship letters, and other writing projects not associated with a specific class. Schedule an appointment online at writingcenter.abtech.edu.

Support Services

If you have a documented disability and would like to receive accommodations in your classes, you can request services through the Support Services office in the Bailey Student Services Building. Office hours are Monday—Thursday 9:00a.m.—6:00p.m. Friday 9:00a.m.—5:00p.m., with evenings by appointment. For more information, contact the Support Services office at supportservices@abtech.edu or (828) 398-7581.

Student Life & Development

A-B Tech's Department of Student Life & Development (SL&D) works to create a dynamic, inclusive, and collaborative college community environment. The department provides opportunities for personal enrichment, leadership development, civic engagement, and supports co-curriculum education outside the classroom. Student Life & Development offers events and programming that provide enriching and transformative experiences for students. The SL&D offices are in the Coman Student Activity Center and can be reached at (829) 398-7594 or (828) 398-7203. Find out more at abtech.edu/student-life.

Veteran Services

A-B Tech has a Veterans' Coordinator on staff to assist students in obtaining their veterans benefits. The Veterans' Coordinator is an employee of A-B Tech and not the Veteran's Administration. The Veterans' Coordinator is in the Bailey Student Services Building and may be reached at veteranservices@abtech.edu or (828) 398-7206. Also, be sure to check out the Veterans' Café located in the Ferguson Building. The Veterans' Café provides a safe and comfortable environment for our military service veterans to relax, network, and connect with resources.

Addiction, Recovery, and Coping (ARC) Program

The A-B Tech Community has been impacted by the opioid epidemic. We care about the safety and health of our students. If you or someone you know wants help, please contact the Student Support Services office at supportservices@abtech.edu or (828) 398-7581.

Campus Safety

The A-B Tech Police and Security Department employs both sworn police officers and non-sworn security officers to promote a safe and productive learning and working environment for students and employees. There is always an officer on duty, and our campus is protected 24 hours a day, 7 days a week. Visit their website at abtech.edu/campus-safety.

Telephone Numbers for Campus Police and Security Services

Main College: (828) 398-7900

Non-Emergency: (828) 398-7654, or dial 7125 from any campus phone

Asheville Campus Police Cell Phone: (828) 279-3166

Enka site Police Cell Phone: (828) 301-7150

Emergency: (828) 398-7125 or 911

To report Sexual Misconduct, please contact:

A-B Tech Title IX Coordinator: Michele Hathcock (828) 398-7932 or email michelechathcock@abtech.edu.

Online Incident Report is available at abtech.edu/campus-safety.

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**](mailto:dental@abtech.edu).

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 or appointments can be made by e-mailing [**healthclinic@abtech.edu**](mailto:healthclinic@abtech.edu) or calling (828) 398-7570.

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**](mailto:spa@abtech.edu) to make an appointment.

RISE

Respect • Integrity • Support • Equity
for Everyone



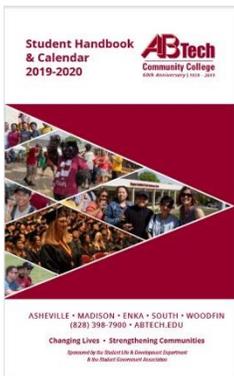
New Student Orientation
Welcome Guide

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 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



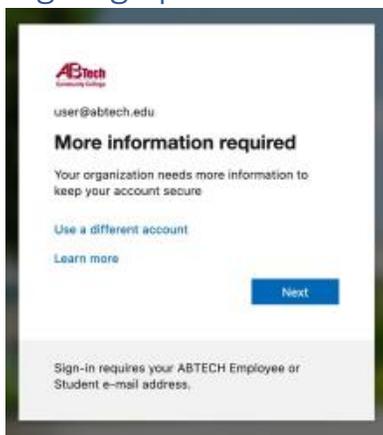
To obtain a student parking decal, please visit abtech.edu/about/campus-safety/parking-decals for further instructions.

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



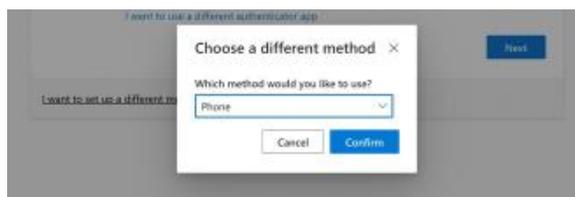
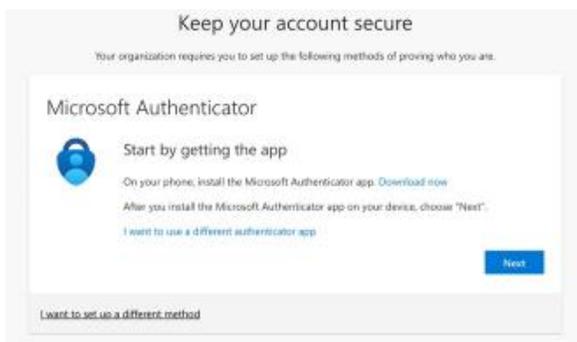
MFA is part of the Microsoft Online system that you already use to sign into email, Self-Service, and more.

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.

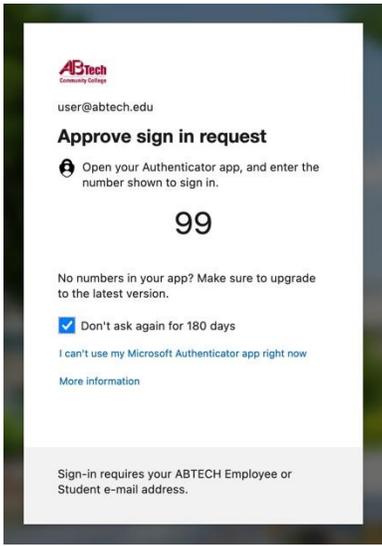
We recommend using the Microsoft Authenticator app to protect your account; it is the most secure option, and it will work with or without cell service or Wi-Fi. If you would prefer to set up MFA using your phone number, click “I want to set up a different method.”



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.**

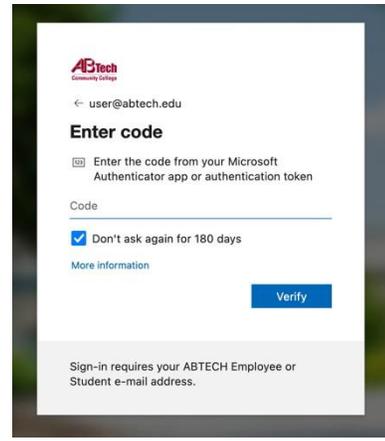
Using Multifactor Authentication

MFA with an Authenticator App

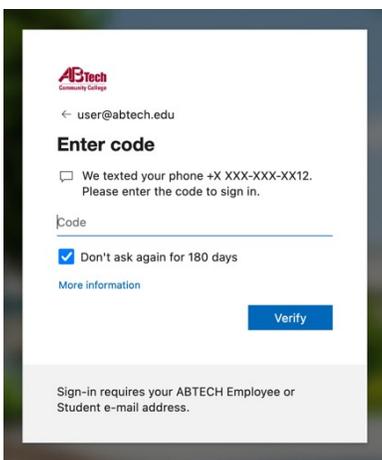


With the Microsoft Authenticator app, you will receive a pop-up on your phone after you sign in. It will ask you to enter the number shown after you submit your password. Enter that number to sign in.

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.

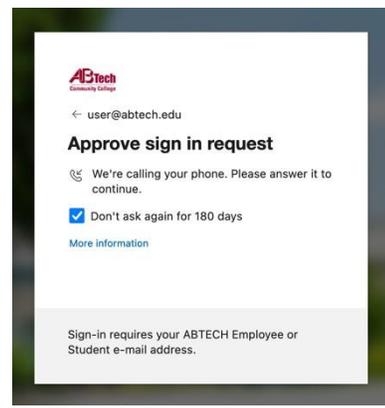


MFA with a Phone Number

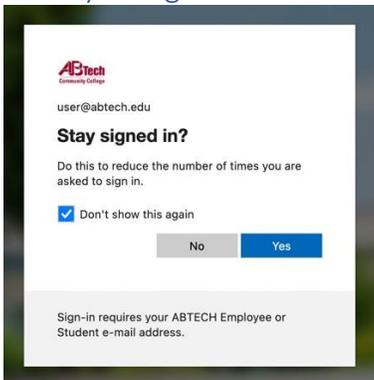


If you sign up for MFA using a phone number, you can choose to receive a text message or a phone call. The text message will include a verification code; enter that code to sign in.

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



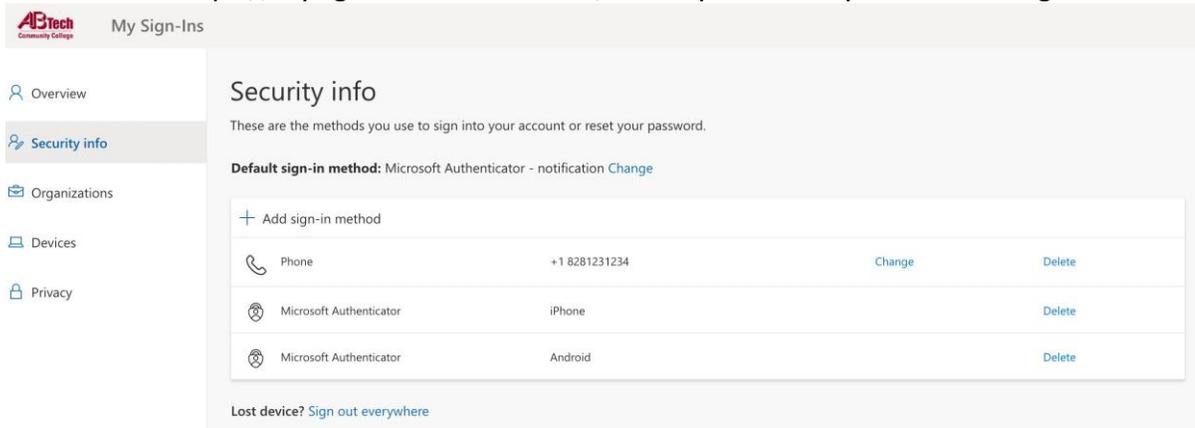
You may be asked if you want to stay signed in. If you are on a shared computer (like one in a computer lab) or someone else’s computer or device, please choose “No.” If you are on a computer, phone, or tablet that only you have access to, you can choose “Yes” to tell Microsoft that you trust this device.

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

Multifactor Authentication FAQ

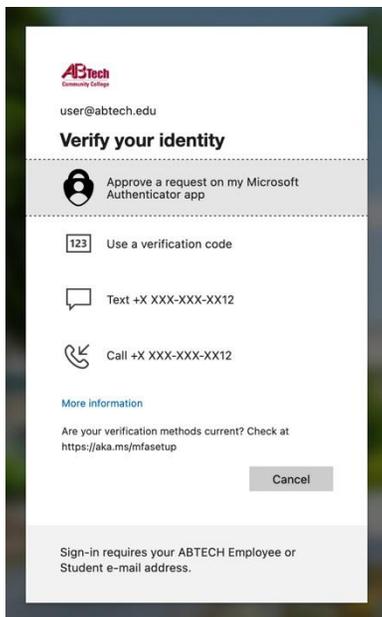
How can I manage multifactor authentication?

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.