

## Alamo Colleges Educational Services (ACES) Portal

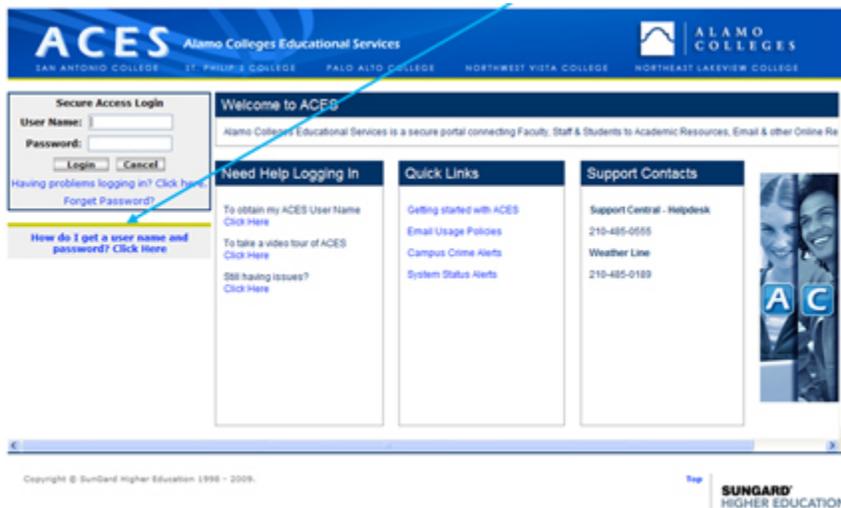
### Get your Alamo Colleges ACES ID and Password

Instructions for accessing the portal are provided below for New Students or Transfer Students and existing PALS User – ACES Portal Login. Instructions are also provided for changing your password.

#### -New Students or Transfer Students

If you are a new student or transferring in to the Alamo Colleges, take the following steps to obtain your username and password:

- **Search to find your User ID**
- In the Portal's home page <https://aces.alamo.edu>, there will be a message “**How do I get a user name and password? Click Here.**”



- After clicking the message a new screen will appear.
- Below the message there will be two fields. In the Last Name field, enter your full last name.

ALAMO COLLEGES

HELP EXIT

So that we can look up your ACES Portal id please enter in your complete last name plus the last four digits of your social security number in the boxes provided and click on the SUBMIT button

Last Name

Last 4 Digits of SSN

Submit

RELEASE: 1.0

- In the Last 4 Digits of SSN field, enter the last four digits of your Social Security Number.

If your information is in the system it will provide your User ID and an example of a default Password to use the first time you log in.

ALAMO COLLEGES

HELP EXIT

Your ACES Portal id is provided below. If you have never logged into ACES before, a default password composed of the first two characters of your last name in upper case plus your birthday in MMDDYY format has been set. (Ex. Joe Smith who was born Oct 15th 1985 would have a default password of SM101585)

If we were unable to find a match or there was more than one match based on the name and SSN information provided you will need to contact the appropriate administrative office for assistance.

New ACES User ID Inquiry

ACES ID Lookup  
Your ACES ID is:  
jsmith

ACES User ID

Default Password Example

RELEASE: 1.0

- Once your User ID is returned, you can return to the log in screen <https://aces.alamo.edu>, use your User ID and the appropriate password to log into the ACES portal.

If you are not in the system, you will get the message below and instructions to contact the College Enrollment Services/Admissions and Records Office. An example of why you may not be in the system is if your application for admission has not been received

Your ACES Portal ID is provided below. If you have never logged into ACES before, a default password composed of the first five characters of your last name in upper case plus your birthday in MMDDYY format has been set. (Ex. Joe Smith who was born Oct 10th 1985 would have a default password of **SMITH1010**)

If we were unable to find a match or there was more than one match based on the name and SSN information provided you will need to contact the College Enrollment Services/Admissions and Records office or Human Resources, as appropriate, for assistance.

General phone numbers for the colleges and district offices are as follows:

Northwest Technical College	203-899-0000
Northwest State College	203-899-8000
West Hill College	203-899-0000
San Antonio College	203-899-0000
Northwest Campus	203-899-7000
St. Malley College	203-899-2000
Durham	203-899-0000

Contact Numbers

New ACES User ID Inquiry

**ACES ID Lookup**  
Your ACES ID is:  
NO ACES ID found. For Assistance please contact the College Enrollment Services/Admissions and Records office if you are a student or Human Resources if an employee.

New ACES User ID Inquiry

ACES ID Not Found