



# **VHL Central**

## **Student Registration Guide**

**Tech Support Web site:** <http://support.vhlcentral.com>

**Tech Support Email:** [techsupport@vistahigherlearning.com](mailto:techsupport@vistahigherlearning.com)

## **Trademark and License Information**

**Copyright © and ® 2009 Vista Higher Learning**

All rights reserved. No part of this publication may be reproduced without the prior written permission of the publisher.  
Published in the United States of America.

## CONTENTS

Getting Started .....	4
Access Codes for Courses on VHL Central.....	4
Middle School and High School Users .....	4
Redeem Your Code.....	5
Returning Students.....	5
New Students .....	7
Enroll in Your Teacher's Class.....	12
Make Changes to Your Account Information.....	15
Change username, email address, ID, year of birth, secret question, time zone.....	15
Change your password.....	16
My Profile .....	18
Add or change the photo in "my profile" .....	20
Get Login Information Using 'Forgot Your Password?' .....	21
Request using your email address.....	21
Request by entering your username (No secret question) .....	22
Request by entering your username (Secret question established).....	24

## Getting Started

By setting up an account, you will gain access to assignment due dates, important course announcements, and the ability to communicate with your teacher. To get started, you will need access to the Internet and a six-letter or twelve-letter access code.

### Access Codes for Courses on VHL Central

- Located inside your **new** Vista Higher Learning textbook is a card/envelope that contains an access code that you can use to create your VHL Central account and access your teacher's course.
- If you purchased your code(s) via our online Store, you should have received your code(s) on your order confirmation page, as well as via email delivery to the email address that you entered during the checkout process.
- If you don't already have an access code or if you purchased a used textbook that contains a used code, you can purchase a new code at the Vista Higher Learning online Store at <http://vistahigherlearning.com/students/store/>.

### Middle School and High School Users

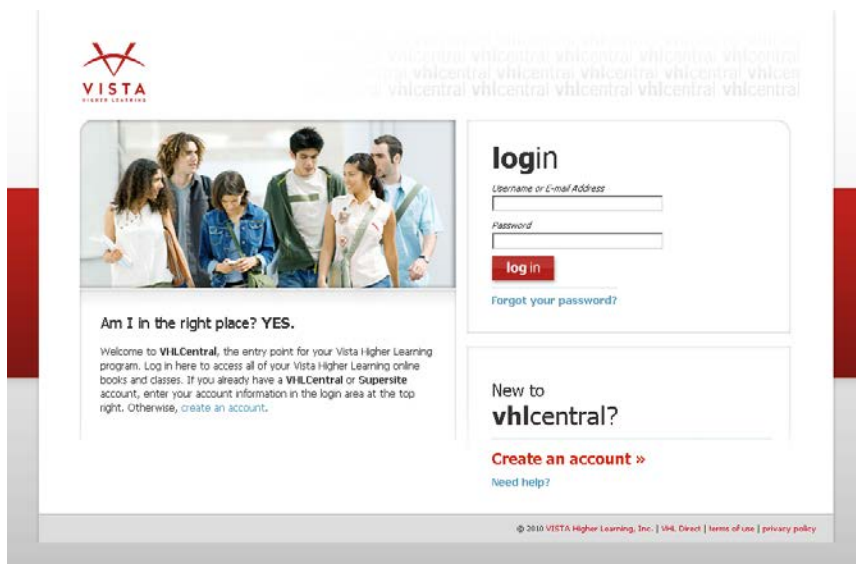
Students at certain middle schools and high schools may not need to redeem a code. If your teacher provided you with a six-letter or twelve-letter code (or your school required you to buy your own code), you will need to redeem the code to gain access to your teacher's class.

# Redeem Your Code

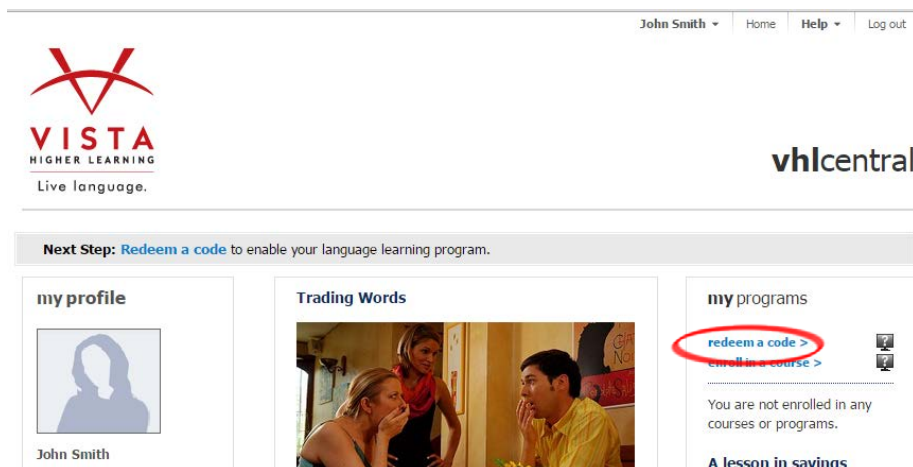
## Returning Students

If you have an existing account for VHLCentral or for another Vista Higher Learning textbook, complete these steps:

1. Go to VHLCentral: [www.vhlcentral.com](http://www.vhlcentral.com).
2. Log in using your existing account information.



3. To redeem a new code, click the "Redeem a code" link under the "my programs" menu.



4. On the code activation screen, enter your new code.

5. Click "redeem."

John Smith ▾ Home Help ▾ Log out

**VISTA**  
HIGHER LEARNING  
Live language.

**vh!central**

**codeactivation**

Code

Can't find your code?

redeem

Cancel

The code to unlock your language program

Activating the code included with your textbook or purchased in our online [Store](#) gives you access to the online learning system for your language learning program. Additional codes can be activated after completing registration.

6. Look for a flash alert confirming that the code was successfully redeemed.

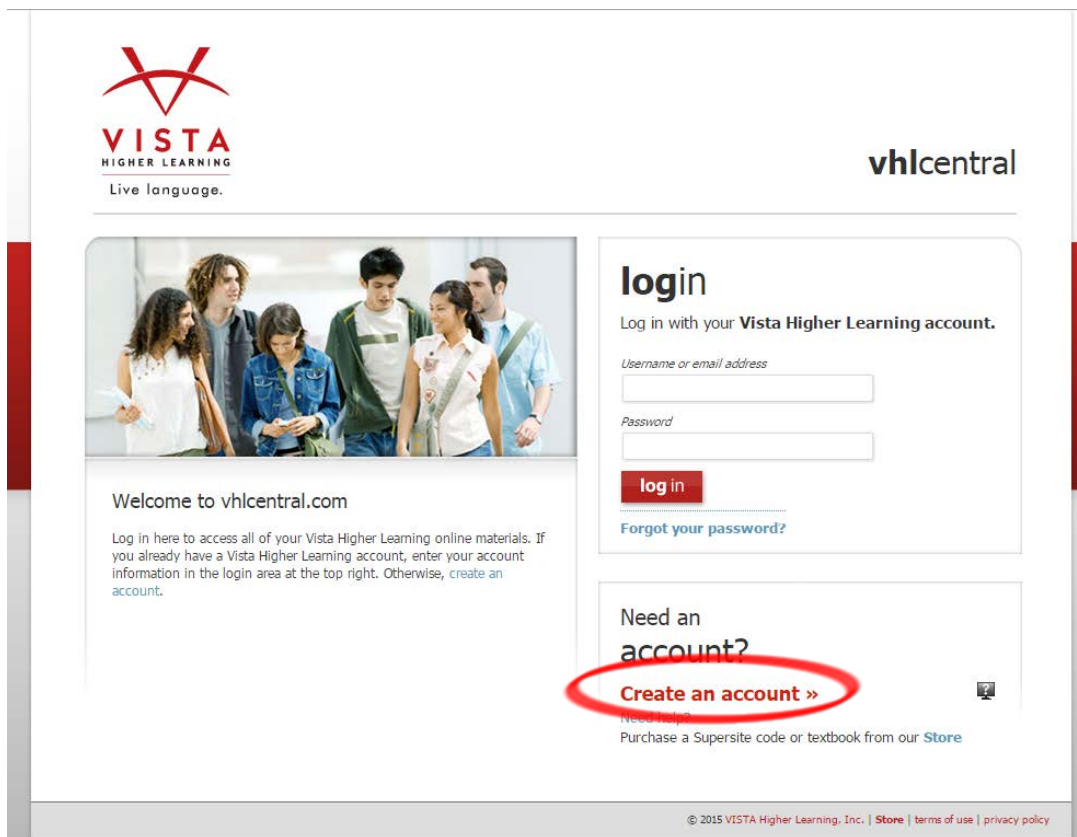


7. To enroll in your teacher's class, go to step 3 in the section, "[Enroll in Your Teacher's Class](#)" (p. 12).

## New Students

If you are new to Vista Higher Learning, complete the following steps to create your account, redeem your code for access, and enroll in your teacher's class.

1. Go to VHLCentral: [www.vhlcentral.com](http://www.vhlcentral.com).
2. Click "Create an account."



The screenshot shows the VHLCentral website. At the top left is the Vista Higher Learning logo with the tagline "Live language." At the top right is the "vhlcentral" logo. Below the logo is a banner image of five diverse students. To the right of the banner is a "login" section with the text "Log in with your Vista Higher Learning account." Below this are input fields for "Username or email address" and "Password", a red "log in" button, and a link for "Forgot your password?". Below the login section is a "Need an account?" section. The link "Create an account »" is circled in red. Below this link are links for "Need help?" and "Purchase a Supersite code or textbook from our Store". At the bottom of the page is a copyright notice: "© 2015 VISTA Higher Learning, Inc. | Store | terms of use | privacy policy".

3. On the create account screen, enter a username of your choice, the email address you would like to associate with your account, and a password of your choice.
4. In the "Personal Profile" section, enter your first and last name as you wish them to appear in your teacher's roster, select the year of your birth from the drop down list, and enter a student ID (optional).
5. In the "Security Information" section, you will provide the answer to a secret question, which may later be used to help you access your account if you forget your password.

6. In the “Email Preferences” section, you may choose to receive additional information for News and Events, Trainings, and Surveys.
7. Click “create an account.”

Birth year *(We have to ask for legal reasons.)*

Student ID *(optional)*

Security Information

Secret question

Secret answer

Email Preferences

Vista Higher Learning respects your privacy. What type of email would you like to receive from us?

☒ Vista Higher Learning News and Events  
(new programs, updates, and special offers)

☒ Trainings  
(training for our online tools and programs)

☒ Surveys  
(surveys about our programs)

**create account**

For Technical Support: Click [support.vhlcentral.com](http://support.vhlcentral.com), or Submit [help request](#)

© 2015 VISTA Higher Learning, Inc. | [Store](#) | [terms of use](#) | [privacy policy](#)

8. Click “agree.” (Before your account is created, you must agree to the terms and conditions of use policy.)

## VHL Central Terms of Use

IF YOU ARE UNDER 18 YEARS OF AGE, PLEASE BE SURE TO READ THIS AGREEMENT WITH YOUR PARENTS OR GUARDIAN AND ASK QUESTIONS ABOUT THINGS YOU DO NOT UNDERSTAND.

Welcome. Please read these Terms of Use carefully before registering on or using the website provided by Vista Higher Learning, Inc. ("Vista Higher Learning") at [vhlcentral.com](http://vhlcentral.com) (the "VHL Central Site"). YOUR REGISTRATION ON, OR USE OF, THE VHL CENTRAL SITE INDICATES THAT YOU ACCEPT THESE TERMS OF USE. IF YOU DO NOT ACCEPT THESE TERMS OF USE, PLEASE DO NOT USE OR REGISTER FOR USE OF THE VHL CENTRAL SITE. These terms and conditions apply to all users of the VHL Central Site and associated services.

**disagree** **agree**



9. Locate your school by typing your school's name. To narrow the search results, include the city and state (or country, if outside of the USA) in which your school is located.
10. Click "find." If the terms you entered did not result in a successful search, follow the on-screen tips to revise your search.

The screenshot shows a web form titled "schoolselection". Below the title is a section labeled "School name and location". Inside this section is a text input field containing the text "vhl". To the right of the input field is a red button with the word "find" in white. The "find" button is circled in red.

11. Select your school from the list by clicking on the name of the school.
12. Click "select school" to add the school to your account.

The screenshot shows the "schoolselection" form with search results. On the left, there is a header with the "VISTA HIGHER LEARNING" logo and a photograph of a brick building. Below the photo is the text "Find your school" followed by instructions: "First search using words from your school's name and location. Then select your school from the resulting list. If you can't find your school, then please let us know by submitting this form." On the right, the "School name and location" input field contains "vhl". Below it is a list of search results under the heading "Select your school". The first result, "VHL, Boston, MA", is highlighted with a grey background and is circled in red. Below the list is a red button labeled "select school", which is also circled in red. At the bottom of the form, there are links for "Cancel" and "School not listed? Notify us...".

13. Look for a flash alert confirming you successfully added the school.

A green rectangular box with a white checkmark icon on the left and the text "You picked 'VHL'" in white.

14. On the code activation screen, enter your new code.

**Note:** Students at certain middle schools and high schools may not need to redeem a code. If your teacher did not give you a six-letter or twelve-letter code, skip to step 17.

15. Click “activate code.”

VISTA  
HIGHER LEARNING  
Live language.

vhlcentral

✓ Account created

codeactivation

Code

Can't find your code?

activate code

Skip this step

The code to unlock your language program

Activating the code included with your textbook or purchased in our online [Store](#) gives you access to the online learning system for your language learning program. Additional codes can be activated after completing registration.

Need a code? Visit our [Store](#)

For Technical Support: Click [support.vhlcentral.com](#), or Submit [help request](#)

© 2015 VISTA Higher Learning, Inc. | [Store](#) | [terms of use](#) | [privacy policy](#)

16. Look for a flash alert confirming that the code was successfully redeemed.

✓ Code SYZAED for Vistas, Third Edition was successfully redeemed!

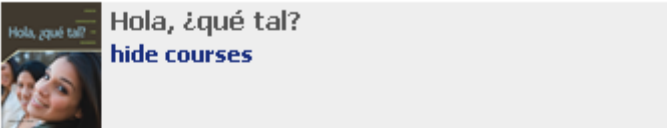
17. From the list of available classes at your school for your textbook, look for your teacher's class.

18. Click the radio button for your teacher's class. If more than one class is listed for your teacher, click the information icons in the listings until you locate the correct class.

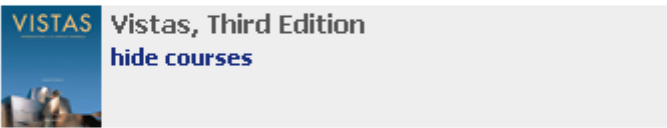
19. Click “select course” to enroll.

---

### Courses



Instructor ▼	Course	Section	
<input type="radio"/> Abeyta	Spanish 101-125	Section 1	
<input type="radio"/> Ramallo	SPA 101-101	Section 1	



Instructor ▼	Course	Section	
<input checked="" type="radio"/> Abeyta	Spanish 111	Section 1	
<input type="radio"/> Miera	Spanish 112-125	Section 1	
<input type="radio"/> Miera	Spa. 211-125	Section 1	
<input type="radio"/> Ramallo	SPA 211-101	Section 1	
<input type="radio"/> Ramallo	SPA 211-101	SPA 211-101	

20. Look for a flash alert on your Home page that confirms you successfully enrolled in your teacher's class.



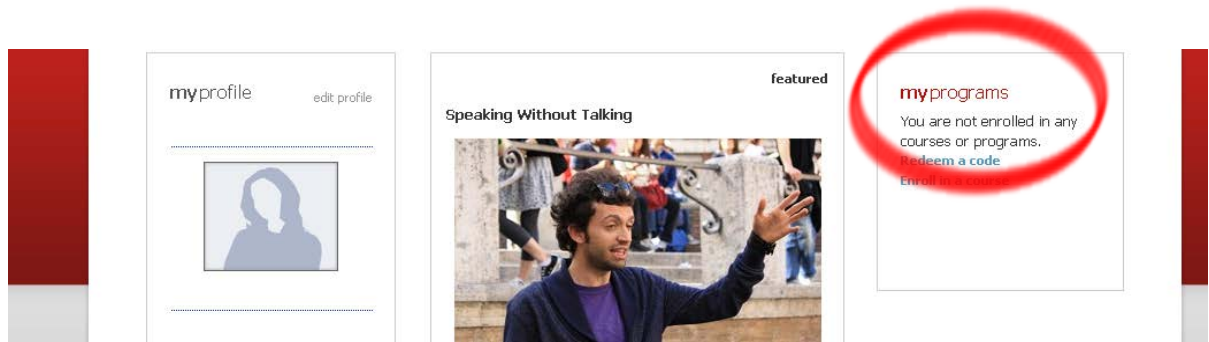
✓ You have successfully joined your course.

## Enroll in Your Teacher's Class

You can access and complete activities after you've set up an account. However, you won't be able to see any of your teacher's assignments, announcements, or feedback, and your teacher won't see any of your completed work until you enroll in his or her class.

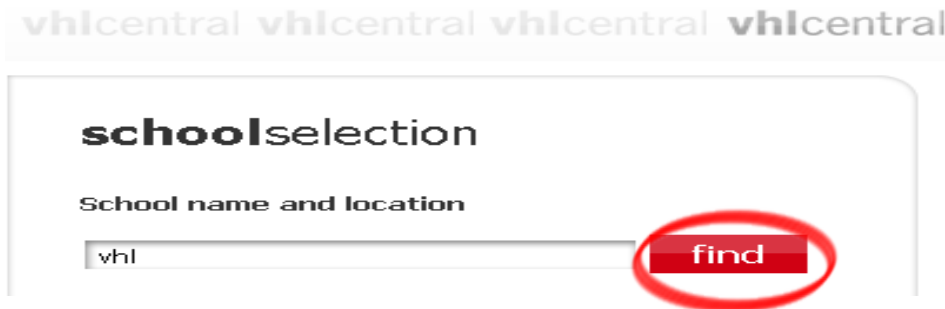
Until you officially enroll in a class, you will see a reminder at the top of the My programs menu that says, "You are not enrolled in any course." To enroll, follow these instructions:

1. Log in to your account at [www.vhlcentral.com](http://www.vhlcentral.com).
2. Click the "Enroll in a course" link located under the My programs menu.



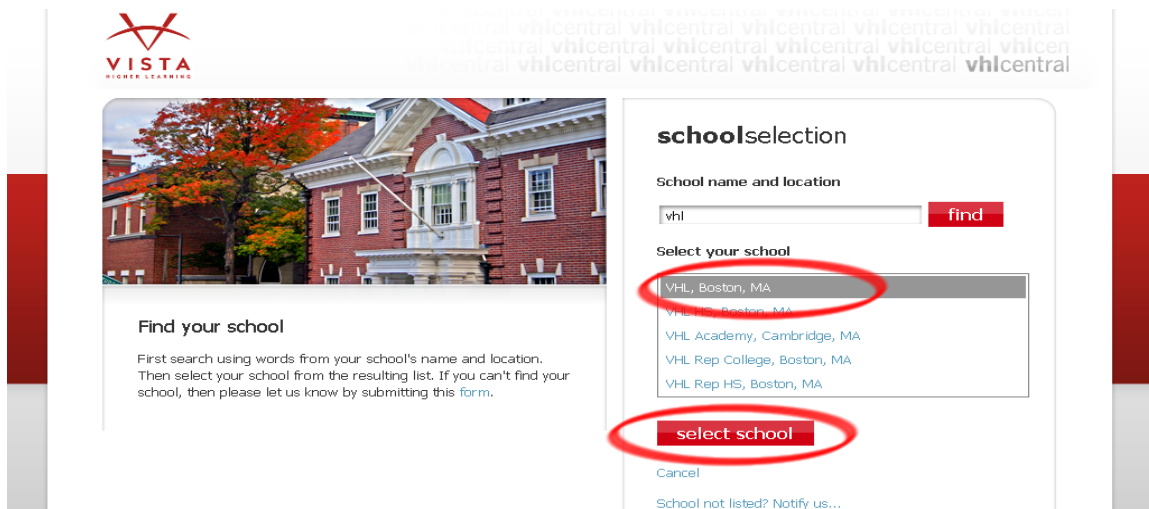
3. Please select one of the following as your current enrollment status and complete the steps as directed:
  - A. You need to choose your school and enroll in a class:** Continue to step 4.
  - B. You need to change your school and enroll in a class:**
    - 1) On the "course selection" page, click "choose a different school."
    - 2) Continue to step 4.
  - C. You need to enroll in a class (school already selected):** Skip to step 9.
4. On the "school selection" page, type in the name of your school. To narrow the search results, consider including the city and state or country in which your school is located.

5. Click “find.” If the terms you entered did not result in a successful search, follow the on-screen tips to revise your search.



The screenshot shows a web interface with a header containing the text 'vhlcentral' repeated four times. Below the header is a section titled 'schoolselection'. Under this title is the label 'School name and location'. There is a text input field containing the text 'vhl'. To the right of the input field is a red button with the text 'find' in white. The 'find' button is circled in red.

6. Select your school from the list.
7. Click “select school” to add the school to your account.



The screenshot shows a web interface with a header containing the VISTA HIGHER LEARNING logo and the text 'vhlcentral' repeated ten times. Below the header is a section titled 'schoolselection'. On the left side of the section is a photograph of a brick building with trees in front of it. Below the photograph is the text 'Find your school' and a paragraph: 'First search using words from your school's name and location. Then select your school from the resulting list. If you can't find your school, then please let us know by submitting this form.' On the right side of the section is a form. The form has a label 'School name and location' and a text input field containing the text 'vhl'. To the right of the input field is a red button with the text 'find' in white. Below the input field is a section titled 'Select your school'. This section contains a list of schools: 'VHL, Boston, MA', 'VHL Academy, Cambridge, MA', 'VHL Rep College, Boston, MA', and 'VHL Rep HS, Boston, MA'. The first item, 'VHL, Boston, MA', is highlighted with a grey background and is circled in red. Below the list is a red button with the text 'select school' in white, which is also circled in red. Below the 'select school' button are two links: 'Cancel' and 'School not listed? Notify us...'. The background of the interface is white with red and grey vertical bars on the sides.


8. Look for a flash alert that confirms you successfully added the school.



A green rectangular box with a white checkmark icon on the left and the text 'You picked "VHL"' in white.


9. From the list of available classes at your school for your textbook's Supersite, look for your teacher's class.
10. Click the radio button for your teacher's class. If more than one class is listed for your teacher, click the information icons in the listings until you locate the correct class.
11. Click “select course” to enroll.

## Courses



**Hola, ¿qué tal?**  
[hide courses](#)


Instructor ▼	Course	Section	
<input type="radio"/> Abeyta	Spanish 101-125	Section 1	
<input type="radio"/> Ramallo	SPA 101-101	Section 1	




**Vistas, Third Edition**  
[hide courses](#)

Instructor ▼	Course	Section	
<input checked="" type="radio"/> Abeyta	Spanish 111	Section 1	
<input type="radio"/> Miera	Spanish 112-125	Section 1	
<input type="radio"/> Miera	Spa. 211-125	Section 1	
<input type="radio"/> Ramallo	SPA 211-101	Section 1	
<input type="radio"/> Ramallo	SPA 211-101	SPA 211-101	

12. Look for a flash alert on your Home page that confirms you successfully enrolled in your teacher's class.

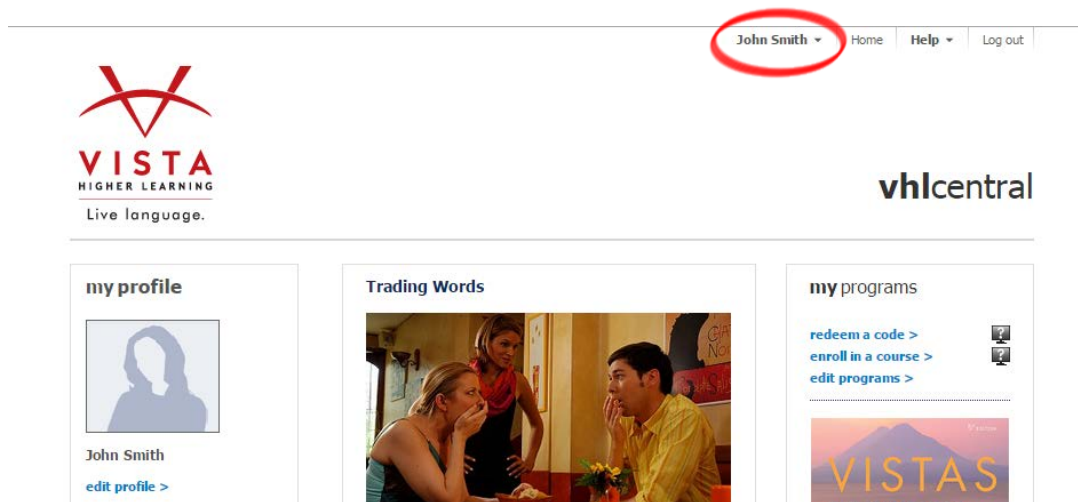




## Make Changes to Your Account Information

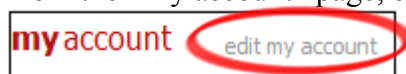
The your account menu, you can make changes to your username, password, Student ID, email address, secret question, and your time zone.

1. Log in to your account at [www.vhlcentral.com](http://www.vhlcentral.com).
2. In the upper right-hand corner of your Home page, click on your account name.



## Change your username, email address, student ID, year of birth, secret question and answer, or time zone

1. From your account name drop-down menu, select “My Account.”
2. From the “My account” page, click the “Edit My Account” link.



3. Make the necessary changes to your username, email address, Student ID, year of birth, secret question and answer, or time zone.

4. Click “submit.”

[edit account](#)

---

**Name:** John Smith

**Username**

**Email**

**Student ID**

**Year of birth**

**Secret question**

**Secret answer**

**My time zone**

**Email Preferences**  
Vista Higher Learning respects your privacy. What type of email would you like to receive from us?

☐ **Vista Higher Learning News and Events**  
(new programs, updates, and special offers)

☐ **Trainings**  
(training for our online tools and programs)

☐ **Surveys**  
(surveys about our programs)

**submit**

[Cancel](#)

**Note:** A confirmation screen will appear noting that your changes were saved successfully.

## Change your password

1. From the “My account” page, click “Change Password.”

**myaccount** [edit my account](#)

---

**Username:**  
**Email:**  
**Name:**  
**Student ID:**  
**Year of birth:**  
**Secret question:**  
**Secret answer:**  
**My time zone:**  
**School time zone:**

**Change Password »**

2. Type in your current password once and your new password twice in the proper fields.



3. Click “change my password.”

**change password**

---

**Current password**

**New password**

**Re-type new password**

**change my password**

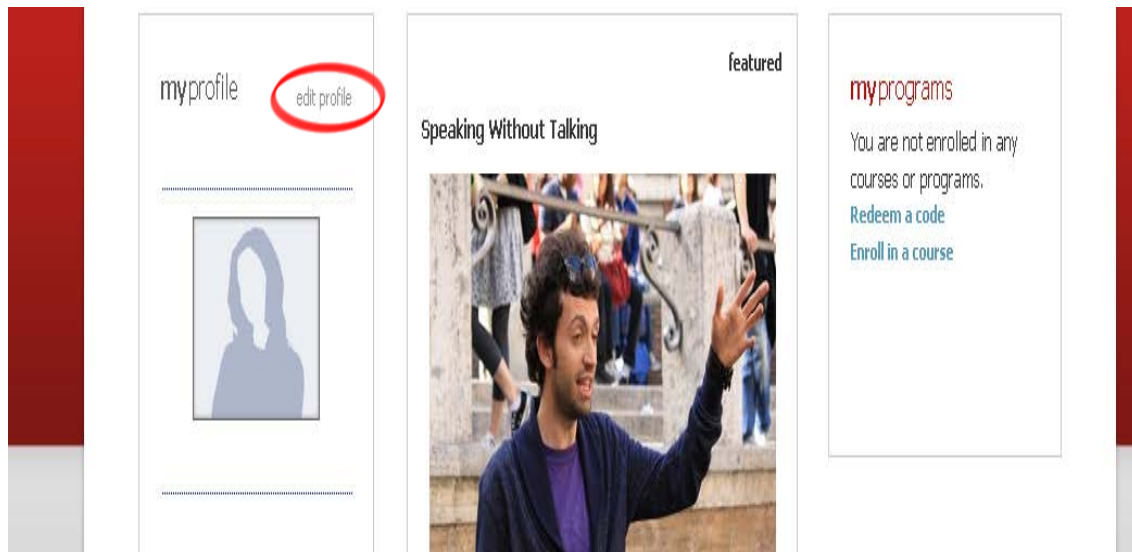
[Cancel](#)

***Note:** A confirmation screen will appear noting that your changes were successfully made.*

## My Profile

You may choose to set up a personal profile to share with other Supersite users. You may include information about the languages you are studying/teaching, your major (if applicable), your hobbies, your class year (if applicable), your travel experiences, your home town, and you can add your nickname, as well as a photo of yourself and a personal bio. Please remember to include information that is appropriate for all Supersite audiences, teachers and classmates alike. Adding information to “my profile” is optional.

1. From your VHLCentral Home page, click “edit profile.”



2. Most fields in the “edit profile” page are text fields, so you can simply type in the desired information.

**Note:** Remember to make language selections by clicking the checkbox beside the language(s) you wish to choose. This will not change the language of the display text in your account.

3. Click “save changes” to update your “my profile” information.

## **edit** profile

---

### Languages

- ☐ French
- ☐ German
- ☐ Italian
- ☐ Spanish

### Photo



[Change photo](#)

### Nickname

### Major

### Hobbies

### Class year

### Bio

### Travel

### Hometown

**save changes**

[Home](#)

## Add or change the photo in “my profile”

You may add a photograph to your “my profile.” The supported file types for digital photos include files with the extensions jpg or png.

1. To add a photograph of yourself, click “Change photo” in Edit Profile.

**edit profile**

---

### Languages

- ☐ French
- ☐ German
- ☐ Italian
- ☐ Spanish

### Photo



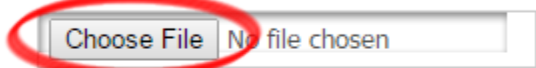
**Change photo**

2. Click “Choose File” and navigate the contents of the “File Upload” pop-up window to locate your photo file.
3. Click on the file you wish to upload.
4. Click “Open.”
5. Click “Save Changes” on the “Change photo” page.

**change photo**

---

### Photo



**save changes**

**Cancel**

## Get Login Information Using ‘Forgot Your Password?’

If you forget or lose your login information you can retrieve it using our automated password help tool, which is located on the VHL Central login page.

**Note:** If you do not have a secret question set up in your account, the password help tool generates a message that is sent to the email account associated with your account. To ensure timely delivery of your login information request, it is very important that you add [no\\_reply@vhlcentral.com](mailto:no_reply@vhlcentral.com) to your email account's address book or list of approved senders.

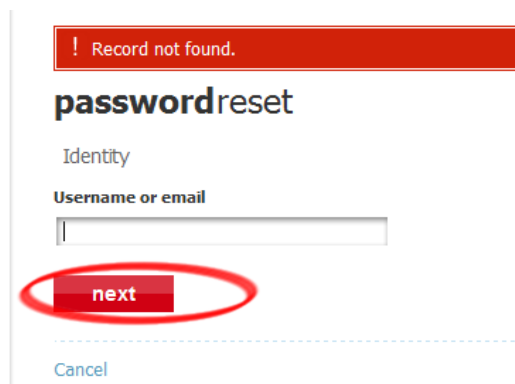
### Request your login information using your email address

1. From the VHL Central login page, click on the link “Forgot your password?” which is located in the “login” section of the screen.



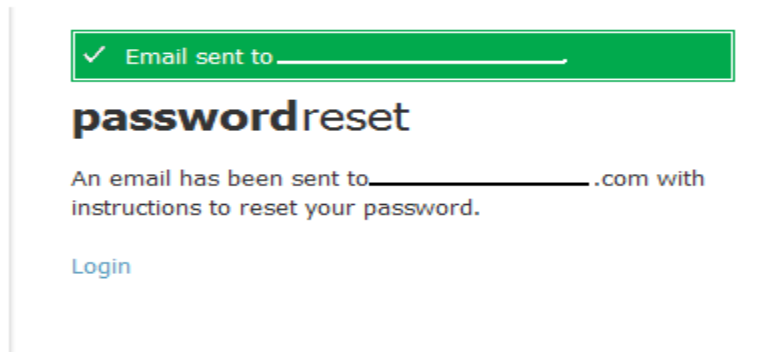
**Note:** There is a “Need Help?” link placed in this section to further assist you.

2. Type in your email address, then click “Next.”



**Note:** If your email address is not in our system, you will receive an alert. If you have more than one email account, try entering one of your other email addresses.

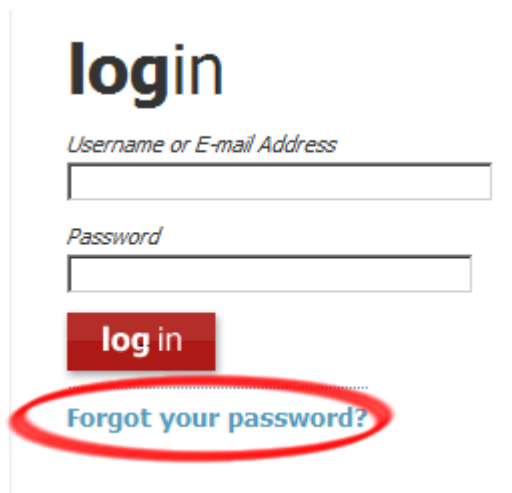
3. If the email address is in our system, you will receive a flash message stating that instructions on how to reset your password were sent to the email address provided.



**Note:** In order to ensure delivery of your login information, be sure to add [no\\_reply@vhlcentral.com](mailto:no_reply@vhlcentral.com) to your email account's address book or list of approved senders.

### **Request your login information by entering your username (No secret question)**

1. From the VHL Central login page, click on the link "Forgot your password?" which is located in the "login" section of the screen.




2. Type in your username, then click “Next.”

**passwordreset**

Identity

**Username or email**

**next**

---

[Cancel](#)  
[Need help?](#)


**Note:** There is a “Need Help?” link placed in this section to further assist you.

3. On the “Answer your secret question” screen, since you do not yet have a secret answer set up, select “I can’t remember my secret answer.” Click “Next.”

**passwordreset**

Answer your secret question

**What's the name of your first pet?**

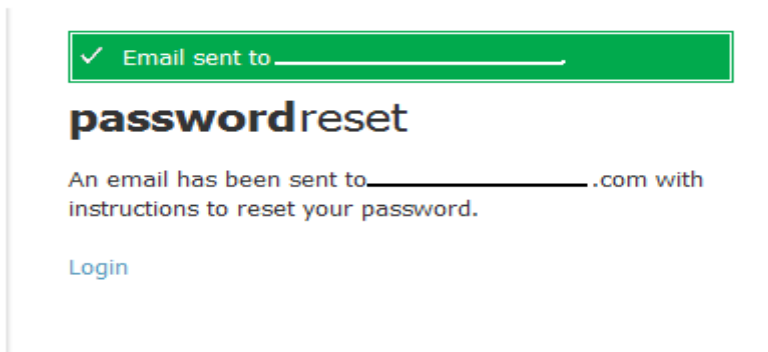
  
☒ **I can't remember my secret answer.**  

**next**

---

[Cancel](#)

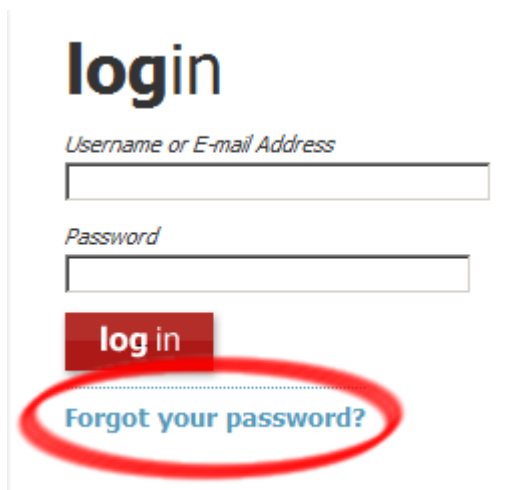
4. You will receive a flash message stating that instructions on how to reset your password were sent to the email address provided.



*Note: In order to ensure delivery of your login information, be sure to add [no\\_reply@vhlcentral.com](mailto:no_reply@vhlcentral.com) to your email account's address book or list of approved senders.*

**Request your login information by entering your username (Secret question established)**

1. From the VHL Central login page, click on the link "Forgot your password?" which is located in the "login" section of the screen.






2. Type in your username, then click “Next.”

**passwordreset**

Identity

**Username or email**

**next**

---

[Cancel](#)  
[Need help?](#)

**Note:** There is a “Need Help?” link placed in this section to further assist you.

3. You will be prompted to answer your secret question. Enter your personal answer.
4. Click “Next.”


**passwordreset**

Answer your secret question

**What's the name of your first pet?**

☐ I can't remember my secret answer.

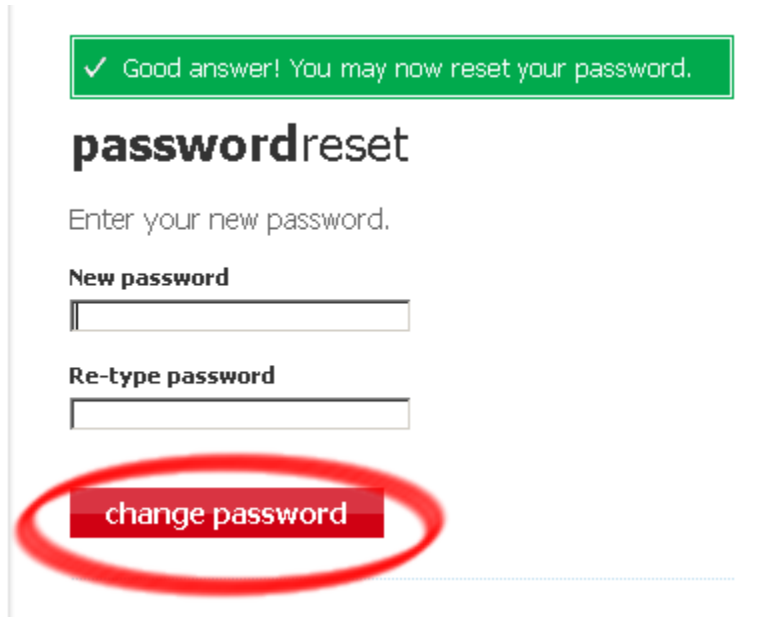


**next**

---

[Cancel](#)

5. After successfully answering your secret question, you will receive a flash message that the answer was correct. At this time, you will be prompted to enter and confirm a new password. Click “Change Password.”



✓ Good answer! You may now reset your password.

## passwordreset

Enter your new password.

**New password**

**Re-type password**

**change password**

6. You will be redirected to your VHL Central Home page where you will see a flash message that confirms the success of the password change.

