



DE Tech. Toolbox



If a students login info doesn't work.....

1. Open up **two browsers**. One for **student look up** in and one to try **logging as them**. (Chrome, Explorer, Edge).
2. **If** their password doesn't work, Check for them in the **Active Directory**– Portal Guard Help Desk.
3. **If** they do NOT exist (A number not found)- **Call IT** to see if they can add the student to the Active Directory (IT Extension **7737**)
4. **If** you do not get ahold of anyone, **send an email** with the students **A number** and **First and last name**.

Tech Support Links



[Canvas Login Page](#)



[Open CCC Login Page Instructions](#)



[SSO Jump Page](#)



[Timed Out Error- Bottom of page](#)



[BANNER- Lookup student schedule](#)



[BANNER Help- How to use BANNER](#)



[Bookstore- Look up course materials](#)



[Canvas Cases- Online](#)



[Cognos](#)



[Cougar Tracks](#)



[DE Home Page](#)



[Faculty Weekly Announcements](#)



[How to Log Into Canvas Page](#)



[PortalGuard Help Desk- **Reset Password**](#)



[Student Email](#)



[Word Press- Web Page Maintenance](#)

Frequently Asked Questions:



Something went wrong

Tools for technical support:

Are you using Google Chrome as your browser?-(Chrome is the preferred browser when using Canvas.) Maybe you can't scroll all the way down to where the submit button is, or only part of a page is visible and you can scroll to see the rest, chances are, your browser is NOT Chrome.

Disable Pop-Up Blocker-

If you notice when you click on a link and nothing happens, the screen doesn't appear to load, chances are it's the pop-up blocker. This is seen a lot in Math classes that use MyMathLab

Reset Your Web Browser- (Delete Cookies)

If you notice unwanted pop-ups, toolbars, extensions you didn't install, you may want to reset your browser to it's original settings. **WARNING:** This will remove all remembered info like passwords, search history, saved pages.



Toolboxes



[Faculty Toolbox](#)



[Off. MCCF Fac. Covid-19](#)



[Student Toolbox](#)



[Off. Toolbox MCCF Tech](#)

How Do I.....?

[Use Office 365](#)



[How to Submit my Assignment](#)



[How to Upload a Picture in Canvas](#)

[How to Embed a Pic in a Discussion](#)

[How to Get Started with My Math Lab](#)

[How to Add a class with an Add Code](#)



Student Resources

[Free Microsoft Downloads](#)



[Login to TC Student Email](#)

[How to Connect to TC Student Wi-Fi](#)



[How to Access TC Databases](#)