If a student's 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.

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 its original settings. WARNING: This will remove all remembered info like passwords, search history, saved pages.

Student Resources
Free Microsoft Downloads
Login to TC Student Email
How to Connect to TC Student Wi-Fi
How to Access TC Databases