Start Here: 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.

Canvas Login Support Links
Canvas Login Instruction Page
Open CCC Login Instruction Page
SSO Jump Page
Timed Out Error- Bottom of page
Canvas Online Cases

Banner
BANNER-
BANNER Help-

Faculty/Student Planned Communications
Faculty Weekly Announcements
Student Weekly Announcements

Helpful Websites
Bookstore- Look up course materials
Cognos- Run reports
Cougar Tracks
Course Schedule Page
PortalGuard Help Desk
Word Press

Helpful Phone Numbers
Staff Directory List
DE Director- (661) 763–7945
DE Coordinator- (661) 763-7917
DE Aide- (661) 763-7894
DE Instructional Aide (661) 763-7878
Counseling (661) 763-7748
IT (661) 763-7773

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 video
How to Connect to TC Student Wi-Fi
How to Access TC Databases flyer

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

Frequently Asked Questions: