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

**Toolboxes**
- Faculty Toolbox
- Offline Faculty
- Student Toolbox
- Offline MCCF Tech.

**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**

**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**