DE Tech. Toolbox

Navigation Icons

DE Home	Canvas	Student	Academic	Faculty	Add/Drop Dates
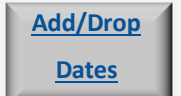
Start Here: If a student's login info doesn't work......

Open up **two browsers**. One for **student look up** in and one to try **logging as them**. (Chrome, Explorer, Edge).

If their password doesn't work, Check for them in the **Active Directory**– Portal Guard Help Desk.

If they do NOT exist (A number not found)- **Call IT** to see if they can add the student to the Active Directory & add Canvas Icon to Portal Guard

If you do not get ahold of anyone, **send an email** with the students **A number and First and last name.**

Toolboxes

Faculty Toolbox

Student Toolbox

DE Best Practice

♦ **Student Evaluations for Online**

♦ **New Users & Password Reset**

Tech Support Links

Canvas

What is MyTC Portal

Initial Setup for MyTC—Portal Guard

How to Login to Canvas via MyTC

Canvas Login Instruction Page Open CCC Login Instruction 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 Technology Tech.	(661) 763-7878
DE Instructional Aide	(661) 763-7764
DE Office Aide/s-	(661) 763-7840
	(661) 763–7894

Something went wrong

Tools for technical support:

Are you using Google Chrome as your browser?- (Chrome is the preferred for 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

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: