

# Welcome to Temple College and Student Computer Resources Help Desk

The Help Desk provides help and support for all campus computer portals such as:

**TConnect** .....

**TC WebMail** .....

**Library Databases** .....

**Desire2Learn (D2L)** .....

**Computer Log-In** .....

To access the above portals, a username and password is required for each student. This information is confidential and should not be shared with anyone.

### What is a Username?

The USERNAME for ALL campus computer resources IS THE SAME. Your username consists of your last name plus first initial and the last 3 numbers of your Student ID (not your Social Security number).

Example:

Nora Jones with a Student ID of 0003234  
Username = jonesn234

### What is a password?

Passwords for each resource differ slightly; review the information on the next panels for more details.

## What Is...?

**TCONNECT** – provides access to your student records including things such as grades, unofficial transcripts, financial aid awards, testing summaries, registering and dropping classes, etc.

**TC WEBMAIL** – a campus provided e-mail account that can be accessed by going to <http://mail.templejc.edu>. This is the ONLY e-mail address that will be used by campus personnel to distribute important information

**LIBRARY DATABASES** – sources provided by the TC Library that allow you to access the local catalog, remote libraries and other types of online library databases and resources

**DESIRE2LEARN (D2L)** – the Temple College Desire2Learn site provides a distance learning portal for online classes. This site can be accessed at <http://templejc.desire2learn.com/>

**COMPUTER LOG IN** – access to campus computers in various labs and the library. Each computer lab has recent versions of Microsoft Office installed along with a variety of lab specific software depending on location

## What About Passwords?

### TCONNECT PASSWORD

- Enter your username which consists of your last name plus first initial and the last 3 numbers of your Student ID
- The initial password for TConnect is your birth date in mmddyy format without slashes, dashes or spaces
- Once you successfully log in, you will see a message that says **Your Password Has Expired**
- At this point you need to enter a new password that is between 6 and 9 characters in length, includes both letters AND numbers and is completely different from your former password, name or username

### TC WEBMAIL PASSWORD

- Enter your username which consists of your last name plus first initial and the last 3 numbers of your Student ID
- Your initial TC WebMail password is your birth date in mmddyyyy format without slashes, dashes or spaces
- Change your TC WebMail password at the “Options” link under “Settings” in WebMail
- NOTE: The TC WebMail password DOES NOT CHANGE when you change your TConnect password.

### LIBRARY DATABASE PASSWORD

- Enter your username which consists of your last name plus first initial and the last 3 numbers of your Student ID
- Your password to log in to the library database is your birth date in mmddyyyy format
- If you are using a campus computer, once you log in to the computer, you will be automatically logged into the databases
- If you are off campus and using your home computer, you will be asked to log in to the database once you select one

### DESIRE2LEARN (D2L) PASSWORD

- Enter your username which consists of your last name plus first initial and the last 3 numbers of your Student ID
- Your initial password will be your “username” which is your last name plus first initial and the last 3 numbers of your Student ID
- Once you enter D2L the first time, it is recommended that you change your password by selecting the My Password link at the left and entering a new password

### COMPUTER LOG IN PASSWORD

- Enter your username which consists of your last name plus first initial and the last 3 numbers of your Student ID
- Your password to log in to a campus computer is your birth date in mmddyyyy format without slashes, dashes or spaces
- NOTE: The password to log in to campus computers DOES NOT CHANGE when you change your TConnect password. The log in password will ALWAYS be your birth date in mmddyyyy format

## How to Access TConnect, TC WebMail and Desire2Learn (D2L)

### TConnect (For New Students)

- Go to [www.templejc.edu](http://www.templejc.edu)
- Click on **TConnect**
- Scroll to the bottom, click on **I'm New to WebAdvisor** and then click **OK**
- Enter your last name and Social Security Number or Student ID and click **Submit**
- Your username will display. This username will be needed to access all campus computer resources. Keep it in a safe place
- Click on **Log In**
- Enter your username
- Enter your birthdate as your password in mmddyy format  
Example: John Doe ID# 1234567 = doe567  
Birthday: March 1, 1985 = 030185
- The first time you log in to TConnect, you will receive a prompt saying your password has expired. You will need to enter a new password, which must be between 6 and 9 characters including numbers and characters. Your new password must be completely different than your username, name, or former password

### TC WebMail

- Go to [TConnect](http://TConnect) website
- Click on Temple College **WebMail**
- Your e-mail address is the same as your TConnect log in and your initial password is your birthdate with a 4-digit year. Example: John Doe ID# 1234567 = doe567  
Birthday: March 1, 1985 = 03011985
- Change your TC Webmail password at the "Options" link under "Settings"
- Your password for TC WebMail will not change when you change your TConnect password

### Desire2Learn (D2L)

Note: You will not have access to D2L until the first day of class, or until you receive an e-mail from the Distance Learning Center giving you access. This e-mail will only be sent to your TC WebMail.

- Go to [www.templejc.edu](http://www.templejc.edu)
- Click on **Distance Education**
- Click on **Desire2Learn(D2L)**
- Enter your username (last name plus first initial and the last three numbers of your Student ID) as your username **and** your password  
Example: John Doe ID#1234567=doej567
- Once you successfully enter D2L the first time, click on the **My Password** link on the left side of the page and select a new password

## How to Find Your Username

### To find your username...

- From the Temple College home page, click on **TConnect**
- Scroll to the bottom of that page and click on **What's my username?**
- Follow the directions and click **Submit**
- Your username will appear on the screen

## How to Find Your Password

### To find or reset your TConnect password...

- If you left yourself a hint, you can view it by selecting [TConnect](#) **What's My Password?** and then **Show My Password Hint**
- Enter your username and click the **Submit** button once
- If you didn't leave a hint or the hint you left doesn't help, select **Reset My Password** and a new temporary password will be sent to your TC WebMail account

### To retrieve your D2L password...

- Click the **Forgot Password?** link located below the log in button
- Enter your username in the box provided and click on **Retrieve My Password**. Your username and password will be sent to your TC WebMail account

**Need Assistance?  
For Technical Questions,  
Call the Help Desk  
at 254-298-8450**

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## How to Register For Classes

- Go to [www.templejc.edu](http://www.templejc.edu)
- Click on **TConnect**
- Click on **Log In**
- Enter your username and password
- Click on **Students**
- Click on **Search and Register for Credit Sections**
- Select term, enter subjects (*To select the classes you want, click in the box under sections*)
- Click **Submit** when finished
- Under actions, select **Register** from the drop down box
- Click **Submit**
- Review your choices and click **O.K.**
- Go to account information, click **Registration Statement for Class Schedule** and **Payment Information**.
- Print a copy for your records

## Tips to Ensure Confidentiality

- **DO NOT** share your username or password with anyone
- Exit TConnect, WebMail, etc. properly by clicking the **Log Out/Off** button at the top or bottom of the screen
- Always close the browser when your process is complete
- If using a shared computer, log out of TConnect, WebMail, etc. AND log out of your windows session when you are finished

### NOTICE

**You are responsible for preventing  
unauthorized access to your  
confidential information**

Temple College does not discriminate on the basis of gender, disability, race, color, age, religion, national origin or veteran status.

## Campus Computer Resources for Students

Provided by  
**Training and User Support**  
a.k.a. "The Help Desk"  
E-mail: [techsupport@templejc.edu](mailto:techsupport@templejc.edu)  
254.298.8450



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