TRIDENT TECHNICAL COLLEGE

Quick Guide for my.tridenttech.edu Portal and More

The my.tridenttech.edu Portal is a "one-stop shop" account that includes everything that you need to access while taking at Trident Technical College. You'll be able to access information such as:

Final grades
Assignments for courses
Tuition bills
Transcripts
Student activities on campus
Emails
And more

LOGGING INTO PORTAL ACCOUNT

A letter will be mailed to you, the student, from our Admissions Office confirming your acceptance and what your next step(s) will be. Also in this letter is your student ID number and your initial log-in information for my.tridenttech.edu. The website for the portal is http://my.tridenttech.edu.

Even if you do not have this letter, you will still be able to access your account.

IF YOU DID NOT RECEIVE A LETTER OR CANNOT LOG IN USING THE INFORMATION PROVIDED IN YOUR LETTER, PLEASE CONTACT THE MY.TRIDENTTECH.EDU HELPDESK AT
843-574-6999 OR TTCExpress@tridenttech.edu.

WHAT'S MY EMAIL ADDRESS?
Your TTC email address is your username@my.tridenttech.edu (Ex. susanworks@my.tridenttech.edu)

WHAT'S MY USERNAME?
Your username is your email address. Normally your first name and your last name, all one word, all lower case (Ex: susanworks@my.tridenttech.edu). There are exceptions. If your username is an exception, which means it has up to a five-digit number after your name (Ex: susanworks4572@my.tridenttech.edu), this number was included in the acknowledgement letter you received from the Admissions office after you applied to Trident Technical College. You CANNOT change your username.
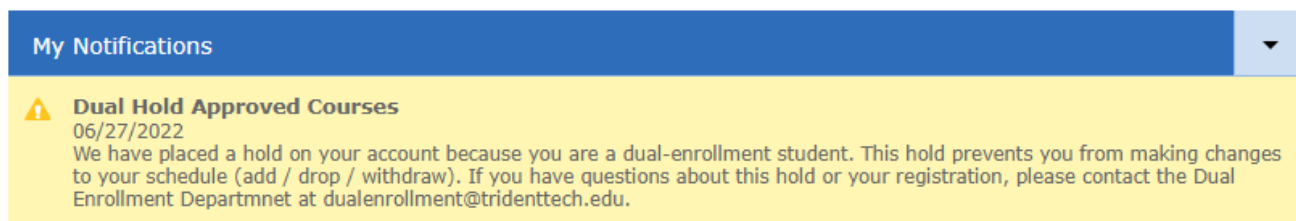
WHAT'S MY PASSWORD?
Your password is originally set to 'Aa' plus the last *six* numbers of your social security number plus '$' (Ex: Aa456789$), with ###### being the last six numbers. You will be required to change this temporary password the first time you log in.
TIP: Register in TTC's **my.tridenttech.edu Portal Account Self-Service** password reset system to be able to change your own password in the future. You must register in this system to use it. Register now and save yourself time later! Visit our website here: https://www.tridenttech.edu/student/LoginHelp.htm to set this up.

NOTIFICATIONS

Notifications about your account will appear on your account homepage under "My Notifications." If you are a Dual Enrollment high school or Adult Education student, you will always see the notification below:

Please do **NOT** panic when you see this notification!! It simply means that while you are enrolled in a Dual Enrollment program, you will NOT be able to register, drop, or withdraw yourself from classes online or at the Registrar's Office. If you have questions about how to register, drop, or withdraw from a class, contact the Dual Enrollment Department in the School and Community Initiatives Division. ***This hold does NOT prevent you from doing anything else on your account.***

Other notifications are posted under "My Notifications" if you owe an outstanding balance, library fee, need to submit additional documentation, etc.

VIEWING TUITION BILL AND MAKING PAYMENT

TUITION BILLS WILL NOT BE MAILED TO YOU. STUDENTS AND PARENTS ARE RESPONSIBLE FOR CHECKING THE SEMESER TUITION BILL ONLINE THROUGH THE MY.TRIDENTTECH.EDU PORTAL AND ENSURE THAT PAYMENT IS MADE BY THE END OF EACH SEMESTER.

To view tuition bill and pay online using debit or credit card:
- Log into http://my.tridenttech.edu
- Click on **TTC Self Service.**
- Click on **Student Finance.**
- To view/print tuition bill, select the desired semester you wish to view, or click **Account Activity.**
- To pay tuition bill, click on **Make a Payment.**

You can also pay your tuition bill in person at the Business Office at any campus during normal business hours, or mail in a check or money order to *Trident Technical College, Business Office FS-C, PO Box 118067, Charleston, SC 29423*.

YOU MUST LIST YOUR STUDENT ID NUMBER ON THE CHECK OR MONEY ORDER SO THE BUSINESS OFFICE CAN LOCATE YOUR ACCOUNT AND APPLY PAYMENT IN OUR SYSTEM. QUESTIONS ABOUT ONLINE PAYMENT? CALL THE BUSINESS OFFICE AT 843-574-6025.

HOW TO REGISTER FOR, DROP, OR WITHDRAW FROM CLASSES

This is for DUAL ENROLLMENT STUDENTS only. If you are no longer in high school, you can register, drop, or withdraw from classes using your Navigate account, by contacting your academic advisor, or by visiting the TTC Registrar's Office for assistance.

Registration, drop, and withdrawal requests for courses *offered on the high school campus* will be handled by the student's high school. See your high school counselor for assistance.

Registration, drop, and withdrawal requests for courses *offered online or at a TTC campus* must be requested by the student.

To register for or add a course to your schedule:
- View available course options through the Course Search webpage for each semester here: https://www.tridenttech.edu/academics/divisions/course_search.htm

- Submit an online Dual Enrollment Add/Drop Request form to add a course to your schedule, or drop a course from your schedule using this link: https://etcentral.tridenttech.edu/#/form/206

To withdraw from a course (grade of W):
- Submit an online Dual Enrollment Course Withdrawal Request form to withdraw from a course after the Drop period using this link: https://etcentral.tridenttech.edu/#/form/208

VIEWING CLASS SCHEDULE AND TEXTBOOK LIST

Once you have been registered for classes, you will be able to view your class schedule in the NAVIGATE system of your portal account. If you ever need a copy of your schedule for any reason, you will be able to view/print it from your account using the steps below:

- Log into http://my.tridenttech.edu
- Click on **Navigate**.
- Click **Log in with your school account** and log in with your TTC email and password.
- Click on **Class Schedule**.

The webpage will show your schedule for the upcoming semester/term. To see your schedule for another term/semester, click the Funnel icon ( ) on the right-hand side of the page and choose one of the semester/term options on the dropdown menu.

To check your textbook list, visit the TTC Bookstore's website at http://bookstore.tridenttech.edu. Have your schedule handy, as you will be asked to provide information about your courses and semester/term.

DUAL ENROLLMENT STUDENTS CANNOT ACCESS REGISTRATION OPTIONS IN NAVIGATE. NAVIGATE SHOULD ONLY BE USED TO VIEW CLASS SCHEDULES.

CHECKING FINAL GRADES ONLINE

At the end of each term or semester, final grades are posted in your account. You will ONLY see the letter grade earned for each class. For Dual Enrollment high school students receiving dual credit, numeric grades are sent directly to the high school/home school association by the Registrar's Office. **DUAL ENROLLMENT STUDENTS**: If you need to know your numeric grade, please contact your instructor or your high school counselor.

To view your final grades:
- Log into http://my.tridenttech.edu
- Click on **TTC Self Service**.
- Click on **Grades**.
- Click on the desired semester. (example: Fall Semester 2022)

Here, you will see your final grades for each course you complete during that semester. You will also be able to see your semester/term GPA.

REQUESTING A TTC TRANSCRIPT

If you plan to attend another college/university after you graduate from high school, the college coursework you take through TTC will need to be submitted to that institution via your college transcript from TTC.

1. **To request an official transcript:**
   - Go to TTC's general website, http://www.tridenttech.edu.
   - Click **Order Transcripts** under Quick Links.
   - Log in or create a Parchment account with your *preferred email address* (doesn't have to be your TTC email).
   - Follow the instructions to complete and submit your request online.

2. **Official transcripts are $10.00 per copy and may take some time to process and mail.** If you have questions about the transcript request process or want to check on the status of your transcript request, contact the Registrar's Office at 843-574-6324 or visit the Transcript Request webpage here**: http://www.tridenttech.edu/academics/transfer/ac_transver.htm**.

USING D2L

Desire 2 Learn (D2L) is the college's integrated learning platform. You can access your courses, communicate with your instructor and fellow students, submit assignments, take quizzes and tests, and check your grades. **YOU SHOULD NOT USE D2L TO VIEW FINAL GRADES.**

1. **To get to your D2L account**:
   - Log into http://my.tridenttech.edu
   - Click **Access My Courses** on your account homepage.
   - To view the homepage of your class, click on the course under **My Courses** in D2L.

2. **If you need further assistance, you can view the User Guides to help you navigate through D2L or ask your instructor for help with finding information related to your class**.
   - To access User Guides/tutorials for D2L, click **More** at the top of your D2L Homepage.
   - Click **User Guides** from the dropdown menu.

3. If you're having issues with D2L, contact the D2L Helpdesk at 843-574-6522 or submit a help request online here: **http://www.tridenttech.edu/student/resources/distance/index.htm**.

STILL NEED HELP?

- **Student Portal Account issues**
  My.tridenttech.edu Helpdesk: 843-574-6999 (select option 1) or **TTCExpress@tridenttech.edu**

- **D2L Account issues**
  D2L Helpdesk: 843-574-6522 OR **StudentD2LHelp@tridenttech.edu**

- **Transcript Request issues**
  Registrar's Office: 843-574-6324

- **Dual Credit-Related Questions, Registration, Assistance**
  Dual Enrollment Department: 843-574-6533 OR **DualEnrollment@tridenttech.edu**