

Technology Learning and Support Services

Room 258, Baker Commons 2nd Floor
607-844-8211 (8222 after 5:00 p.m.), x4550

TechSupport@tc3.edu

Hours: Monday – Friday, 8:00 – 5:00

Evening hours will be announced once our student staff is in place.

Resolving issues with **myTC3**, and answers to popular questions

Issue 1: I do not know my **myTC3** ID and password.

Issue 2: I know what my **myTC3** ID is but I do not know my password and/or my account is locked.

Issue 3: I am having trouble creating a new password that the system will accept.

Issue 4: The system keeps telling me that my ID and password are not correct.

Issue 5: I am unable to sign in to my web courses or my e-mail account.

Issue 6: I need to request a transcript.

Question 1: What is the, “**myPassword manager**” program, and why should I enroll?

Question 2: When and where can I register my mobile device to use the wireless network?

Question 3: Is there anything I can do to prepare my computer for the registration process?

Question 4: Can Technology Learning and Support Services help me with my computer?

Question 5: Are there computer or software discounts available to me?

About Contacting Technology Learning and Support Services

Please have your student ID available when calling Technology Learning and Support Services. If we are unable to answer your call please leave a brief and clear message. Include your name and a call-back number. Please repeat the call-back number. Note: When calling with a cell phone the quality of service will affect the clarity of the message.

When contacting us via e-mail please use your TC3 e-mail account. If you are unable to sign in to your TC3 e-mail account and use another account please include your first and last name in the message. Also, include your **myTC3** ID and student ID number in the message.

Issue 1: I do not know my **myTC3** ID and password.

If you are a returning student AND you remember your **myInfo** (**IQWeb**) ID:

- Sign in to your **myInfo** account at www.tc3.edu/iqweb .
- If you do not remember your password:
 - Click on the “What if I forgot my password?” link.
 - Click on the “Request Password Assistance” link.
- Sign in and look for a link called, “**myTC3** account” near the bottom of the column on the left.
- Click on the link to see your **myTC3** ID, your initial password and instructions for signing in to your **myTC3** account.

If you a returning student and you do not know your **myInfo** ID, or you were unable to recover your **myInfo** password - **OR** you are a new student:

- Contact Technology Learning and Support Services: Room 258, x4550. You **must** have your student ID available.

Issue 2: I know what my **myTC3** ID is but I do not know my password.

My account is locked.

- Go to portal.tc3.edu
- Click the “Sign in” button
- Click on the “forgot password” link
- You will be prompted with two of the four security questions you created when you enrolled in the myPassword program.
- If you did not enroll, or if you do not remember your answers, then:
- Contact Technology Learning and Support Services in Room 258 or at x4550. Have your student ID available.

Issue 3: I am having trouble creating a new password that the system will accept.

- The “old” password is the one supplied to you in the letter **OR** the most recent one you used.
- The new password:
 - Cannot be one that you have previously used at TC3.
 - Must be at least 7 characters long.
 - Cannot contain your login id or name
 - Must have at least one capital letter (A through Z)
 - Must have one lowercase letter (a through z)
 - Must have a number (0 through 9) and/or special character such as !, \$, #, %

Here are some examples of acceptable passwords but you should create your own.:

“Apple2e”, “**myTC3**ba”, “Hi.There”, “abc.123 “, “tc3_account”, “@pplePie”

Issue 4: The system keeps telling me that my ID and password are not correct.

Be sure that you are using your **myTC3** ID. It is always in the form of your initials followed by a three digit number. For example, John Doe's ID might be jd001. Be sure that you are signing in at portal.tc3.edu and NOT www.tc3.edu/iqweb which is the *myInfo* system.

Issue 5: I am unable to sign in to my web courses or my e-mail account.

You must FIRST sign in to their **myTC3** account at portal.tc3.edu before accessing any of the following services: *myInfo*, *myMail*, *myWeb Courses*, *myCard* and *myMobile*. After signing in click on tab for the service you wish to access.

If, after successfully signing in to your **myTC3** account, any of these services is not working it may be because the single sign on service is not working. Contact Technology Learning and Support Services in Room 258, at x4550 or TechSupport @tc3.edu.

Issue 6: I need to request a transcript.

- Did you finish attending prior to Fall, 2008?
 - No
 - Sign in to your **myTC3** account at portal.tc3.edu.
 - Click on the **myInfo** tab
 - Click on the "Request Transcript" link near the middle of the column on the left.
 - Yes AND I know my **myInfo** ID
 - Sign in to your **myInfo** account at www.tc3.edu/iqweb.
 - Click on the "Request Transcript" link near the middle of the column on the left.
 - Yes, but I do not know my **myInfo** account information
 - Contact Technology Learning and Support Services in Room 258 or at x4550. Have your TC3 student ID available.
 - Yes but I do not have a TC3 student ID
 - Send an e-mail TechSupport@tc3.edu and include your name and phone number

Question 1: What is the, "**myPassword manager**" program, and why should I enroll?

The **myPassword manager** is a means for you to recover from a forgotten password or a locked account. The four security questions you create when you enroll will be used (two at a time) to confirm your identity. Once confirmed you can create a new password and unlock your account.

Question 2: When and where can I register my mobile device to use the wireless network?

Normally we begin the registration process on the first day of classes. This semester we are delaying registration until September 3rd in order to focus our efforts on helping students access their **myTC3** account.

Registration will be on the 2nd floor of the Baker Commons. Signs will be posted.

Question 3: Is there anything I can do to prepare my computer for the registration process?

Yes! Please do the following before making an appointment to register your computer:

1. If your computer is running Windows it must have all of the available critical Windows updates installed.
2. You must have an unexpired antivirus program installed and have no unresolved virus issues. Acceptable programs include: Symantec/Norton, McAfee, eSet, AVG, Bit Defender, Sophos, Avast , Kaspersky, F-Prot, Panda.
3. It is strongly recommended that you have a supplemental antimalware program installed. Examples include: Malwarebytes, Spybot, Spyware Terminator, Super Antispyware, etc.

Question 4: Can Technology Learning and Support Services help me with my computer?

We wish we could but, unfortunately, we do not have enough staff to work on student computers. We are in the process of putting together a list of local vendors who may be able to help.

Question 5: Are there computer or software discounts available to me?

Check out www.ubmicrosuny.com. Discounts on hardware and software are available. Check out the section on software for personal use. There you can find Microsoft Office Enterprise for \$41.95!