



Quick Guide for my.tridenttech.edu Portal

The my.tridenttech.edu Portal is a “one-stop shop” account that includes everything that you need to access while taking dual credit classes through 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 TTExpress@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.

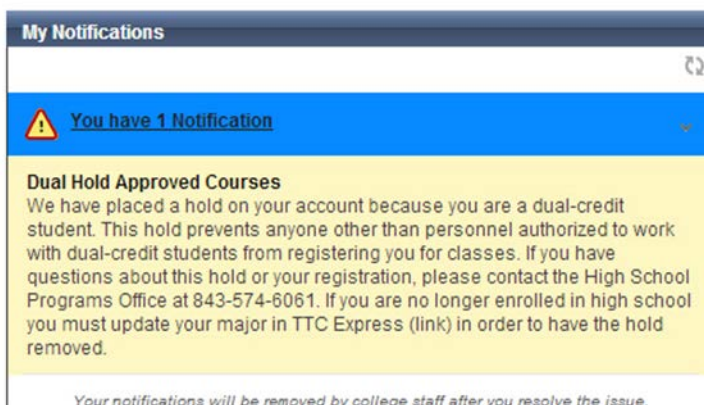
WHAT'S MY PASSWORD?

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.” There is one notification that you will ALWAYS see as a Dual Credit student:



Please do **NOT** panic when you see this notification!! It simply means that while you are in the Dual Credit program, you will NOT be able to register, drop, or withdraw yourself from classes online or at the Registrar’s Office. If you want to register, drop, or withdraw from a class, contact the Division of School and Community Initiatives. ***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:

- Click on **TTC Express for Credit Students.**
- Click on **Financial Information.**
- Click on **Student Account Activity and Make a Payment.**
- Click on **Account Activity.**

To pay tuition bill using debit or credit card:

- Click on **TTC Express for Credit Students.**
- Click on **Financial Information.**
- Click on **Student Account Activity and Make a Payment.**
- 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.

VIEWING CLASS SCHEDULE AND TEXTBOOK LIST

Once you have been registered for classes, you will be able to view your class schedule in your 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:

- Click on **TTC Express for Credit Students**.
- Click on **Academic Profile**.
- Click on **My class schedule**.
- Select the term of the schedule you need (Fall Full 2019, Fall 1 2019, Fall 2 2019, Spring Full 2020, Spring 1 2020, Spring 2 2020).
- Click **Submit**.

To view your textbook list, click “Click here for Textbook Info” next to the class(es) listed on your schedule.

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. Numeric grades are sent directly to your high school/home school association by the Registrar's Office. If you need to know your numeric grade, please contact your instructor or your high school counselor.

To view your final grades:

- Click on **TTC Express for Credit Students**.
- Click on **Academic Profile**.
- Click on **Grades**.
- Select the reporting term for the semester that you're interested in (example: FAR2019 Reporting Term).
- Click **Submit**.

REQUESTING A TTC TRANSCRIPT

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

1. To request an official transcript:

- Click on **TTC Express for Credit Students**.
- Click on **Academic Profile**.
- Click on **Online Transcripts/Enrollment Verification**.
- Click “**here**.”
- Click **Order or track a transcript** on the National Student Clearinghouse webpage.

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 DO NOT USE D2L TO VIEW FINAL GRADES.**

1. To get to your D2L account:

- Log into <http://my.tridenttech.edu>
- Click the link under Access My Courses (D2L) 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. 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>.

NEED ASSISTANCE?

- **Student 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**
Division of School and Community Initiatives: 843-574-6533