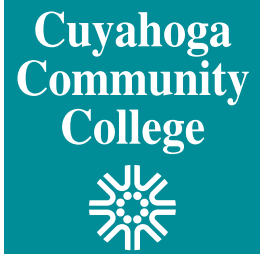


PRE-SEMESTER STUDENT HELP GUIDE



How do I log in to my Tri-C space for the first time?

Go to [my Tri-C space](#)

Click Password Tools and Assistance

Click Change Your Password

Enter your S-Number (S00000000); click Continue

Enter your birthdate (mm/dd/yyyy) as your old password (no leading zeros for single-digit dates)

Create a new password containing a combination of letters and numbers (e.g., fluffy12)

Re-enter new password; click Change

You will be redirected to *my Tri-C space*

Log in to your My Tri-C Account using your student email (S00000000@acad.tri-c.edu) and your new password.

Multi-Factor Authentication

Once your password is established, you will be required to set up multi-factor authentication (MFA) to access certain Tri-C applications and tools. Federal regulations require the College to use MFA. Read the [Student MFA Enrollment](#) for detailed instructions, and contact the Tri-C Help Desk with any questions at 216-987-4357 or HelpDesk@tri-c.edu.

I forgot my password. How do I reset it?

[Click here](#) to reset your password.

How do I find my course and instructor information?

Log in to [my Tri-C space](#) with your S-Number and password.

Locate the Registration Dashboard card.

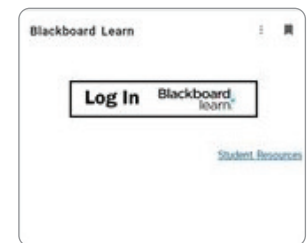
Click the graduation cap image, then click View Schedule.

Click Schedule Details to find the modality or the course title to see all course information.



How do I log in to Blackboard?

Log in to [my Tri-C space](#) with your S-Number and password. Locate the Blackboard card, then click the Blackboard Learn logo to log in. Resources for online, blended and on-campus courses are hosted here.



Note: Information and materials will not appear until the first day of class.

[Blackboard user status tool](#)

Student Support Contacts

- 24/7 Support Center: 216-987-4357 (Option 1) or [live chat](#)
- [Blackboard Learn for Students webpage](#)
- [Email Blackboard student support](#)

Search the [online phone directory](#) for faculty contact information.



How do I access my Tri-C email?

In [my Tri-C space](#), locate the Email & Office 365 card.

Your primary email address is your S-Number followed by “@acad.tri-c.edu” (S00000000@acad.tri-c.edu).

After logging in, find instructions for [mobile device access](#) under Options.

Visit [Office 365](#) for more information.



Forwarding Tri-C Email to Your Personal Account

Tri-C email is the College's official method of communication. It's important to check it regularly. To forward emails to your personal account:

Log in to Office 365. Follow the instructions below for your browser.

Internet Explorer:

1. Click the settings icon (top right corner) > Options > Forward Your Email.
2. On the bottom half of the new page (under Forwarding), enter the email address you want to forward your messages to.
3. Click Start Forwarding.

All Other Browsers:

1. Click the Settings icon (top right corner) > Options > Organize email (on left).
2. Locate and click in the sentence To learn how to forward your email to another mailbox using inbox rules, click here. Follow the instructions to redirect or forward your email.

If you need more help, contact [Customer Care Tech Support](#).