

## **myTMCC.tmcc.edu Portal – Frequently Asked Questions**

- A. **What is myTMCC?** myTMCC is your one stop portal to TMCC'S secure online services. With your myTMCC username and password you're connected to all of the web-based services offered by Truckee Meadows Community College which formally required multiple usernames and passwords. This is the first phase of a portal effort that will evolve over time. Eventually, access to different resources will be made available depending on the business role someone is in (i.e., faculty, classified, departmental member, etc.). Future portal iterations will also give you the ability to customize your layout (similar to commercial portals such as myYahoo). Note: As a condition of using this site, you agree to follow and accept responsibility for periodically reviewing the [TMCC Telecommunications Use policy](#) which is in affect for all who use the myTMCC portal.
- B. **Why use myTMCC?** For all users, if they are away from the campus and they need to interact with myTMCC, they can do so from anywhere on the web as if they were on campus. One could check email; make appointments on your GroupWise calendar; review course syllabi and college materials stored on the network from any place that has an Internet connection. Simply put, the reason to use myTMCC is that it is where significant portion of the current and future online business of the college will occur. For example:
- 1) Access your email and calendar
  - 2) Get rosters and submit grades
  - 3) Check the weather
  - 4) Receive campus and personal announcements
  - 5) Receive specialized, role-based information
- C. **What computer resources do I need to access the myTMCC portal?**
- 1) For Personal Computers:
    - i. Access to the Internet.
    - ii. An operating system for PCs of Windows 98 or above.
    - iii. The Internet Explorer web browser version 6.0 and Service Pack 1 or newer.
    - iv. The Citrix web client. (Note: To install or update the Citrix Web client, copy and paste this link into your web browser: <http://www.tmcc.edu/ito/helpdesk/portal/> )
  - 2) For Apple/MacIntosh or Linux:
    - i. Access to the Internet.
    - ii. For Apple, an operating system of Apple OS 9 or higher preferably using the Safari web browser. OS 9 using Internet Explorer version 5.1.7 as a web browser or OS 10 using Internet Explorer version 5.2 is also supported.
    - iii. For Linux, there is support for Red Hat 6.1 or above, and other distributions that include the standard C library, glibc, version 2.1.2 and above. Also requires OpenMotif 2.2.2.
    - iv. (Note: To get an updated version of Internet Explorer, copy and paste this link into your web browser: [www.mactopia.com](http://www.mactopia.com))
    - v. The Citrix web client. (Note: To get an updated version of the Citrix Web client, copy and paste this link into your web browser: <http://www.citrix.com/English/SS/downloads/downloads.asp?dID=2755>) There you can download the Linux client or the Macintosh client for either OS X or PowerPC.

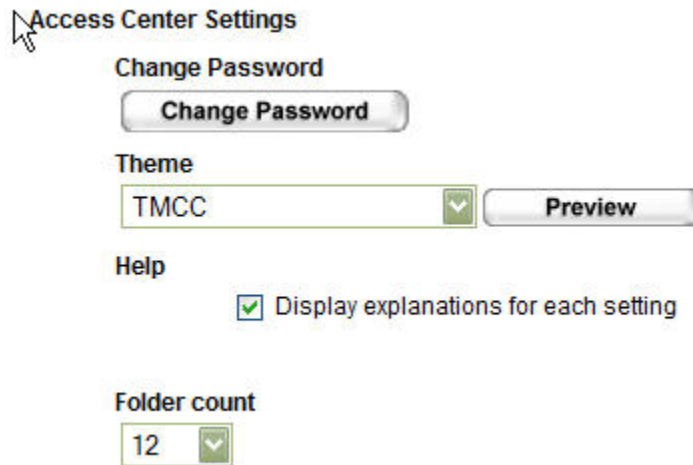
D. **How do I access the myTMCC portal?** Please visit <http://www.tmcc.edu/ito/helpdesk/portal/> we have provide an automated install of the 2-programs needed to access the myTMCC portal.

E. **What are the tabs at the top of the screen?** The tabs (called folders in the Citrix folder) allow you to gain access to specific information offered within the portal. The default number of tabs to be seen is four (4). We strongly recommend that you follow the steps below to be able to view the maximum number of folders possible (12) in order to enhance your portal experience:

- 1) Find and click on the "My Pages" tab. Next, click on the "Settings" tab. See below:

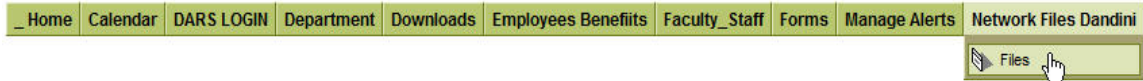


- 2) Click on the "Folder count" down arrow and change the folder count from the default of 4 to 12.

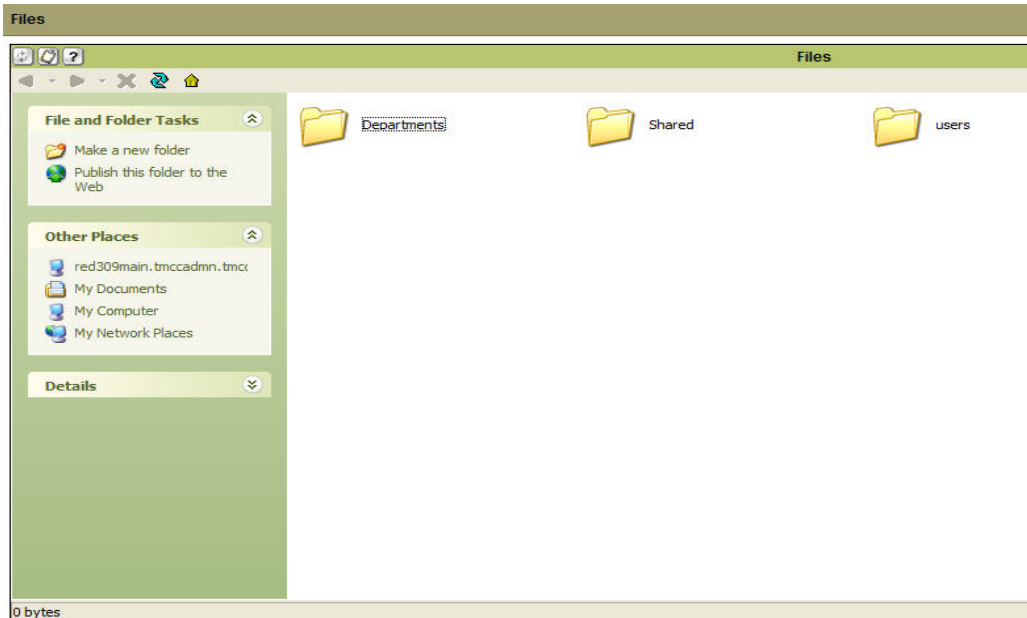


- 3) Click the "Submit" button at the bottom right corner of the screen. This will save the setting.

- F. **What TMCC network files are available on the myTMCC portal?** Any files on the TMCC network that you have rights to view will be available in one location. Click on the “Network Files” tab at the top right of the main portal page.



The Network Files tab will correspond to the physical location to where your primary office is located (i.e., Dandini, Edison, Meadowood, or Redfield. Note: those who are either Part-Time Faculty or are located at either the Regional Public Safety Training Center or at the Performing Arts Center will have their files located on the Dandini campus).



The “users” folder equates to your network home directory (i.e., your “H” drive). The “Shared” folder contains the TMCC transfer drive (accessible by all TMCC computers on the network at that particular physical location - - i.e., Dandini, Edison, etc.); If your department has a shared folder, it will be located within the “Departments” folder. Additionally, instead of using FTP to transfer files from your local computer to the network, you can simply copy and paste files from one location to another. This will give you the ability to access your files from any location that has Internet access (work, home, or away). To recap:

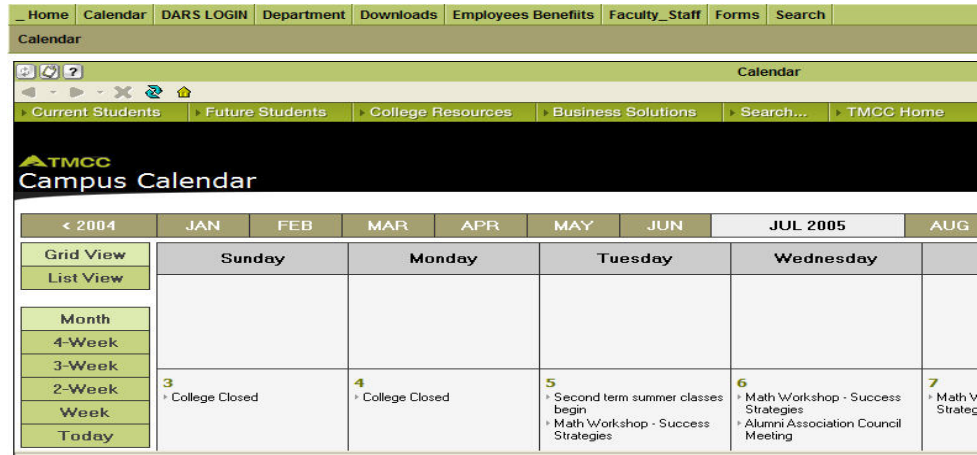
- 1) **Departments:** Any departmental folder to which you have rights will be shown within this folder.
- 2) **Shared:** This is the location of the “public” transfer folder which can be used by anyone with a TMCC network login to temporarily transfer files. For example, instead of email a large file to someone, you can simply drag a file from your computer into this folder to be picked up by someone else at a later date. This folder is periodically purged.
- 3) **Users:** This is where you can access your home directory on the network (previously known as your “H” drive). You can freely add or delete files to this network location which is backed up daily.

**G. What's in each tab?** By clicking on a specific tab and then the icon(s) that appear underneath it, you can access specific information.

- 1) **Launch:** Many applications can be “ran” within the myTMCC portal. To run/find these applications, click on the “Launch” button found on the top right hand side of the main portal window and then launch the desired application. See below:



- i. **Citrix applications:** Currently found on the Faculty and Staff web page, once you log into the portal, you will be able to run TMCC applications such as Gradebook, Room Scheduler, OSAP (Online Student Application Process), IMASAP (Integrated Managed Active Student Application Printer) and Crystal Reports Automation Provider (i.e.,CRAP) to name a few without having to go through a second log in screen. For those more comfortable with the familiar menu interface to the Citrix applications, the ADT Menu is still available.
  - ii. **GroupWise client:** The full GroupWise client is available.
- 2) **Calendar:** This provides you access to the TMCC Campus Calendar. See below:



- 3) **DARS LOGIN:** If you have rights to log into the DARS application, you can do so from here.
- 4) **Department:** Eventually, this will take the user directly to their department’s home page. Currently, it links users to the IT Operations home page.
- 5) **Downloads:** This provides you access to software you can download for use at home or work. This includes the Symantec Anti-virus software for both Windows and Mac. Also, you can download printer drivers for computers networked at the same location as your TMCC office.

- 6) Employee Benefits: This provides you access to the HR links to benefits. See below:

**Employee Benefits**

The documents on this page are in Portable Document Format (PDF) and require the Adobe® Reader® to view.

- GROUP HEALTH INSURANCE PLANS
- EMPLOYEE ASSISTANCE PROGRAM
- WORKERS COMPENSATION
- SALARY SCHEDULES
- LEAVE
- OPTIONAL INSURANCE PLANS (through payroll deduction)
- RETIREMENT
- EMPLOYEE PERKS
- EMPLOYEE BENEFITS
- HOLIDAYS

- 7) Forms: A link to the TMCC forms database. See below:

**Forms @ TMCC**

### Truckee Meadows Community College Forms

To view a specific form, first select a department/category and then choose from the list of forms. If you are unsure of the department/category or can't find a specific form, try using the **search tool** to search by form title.

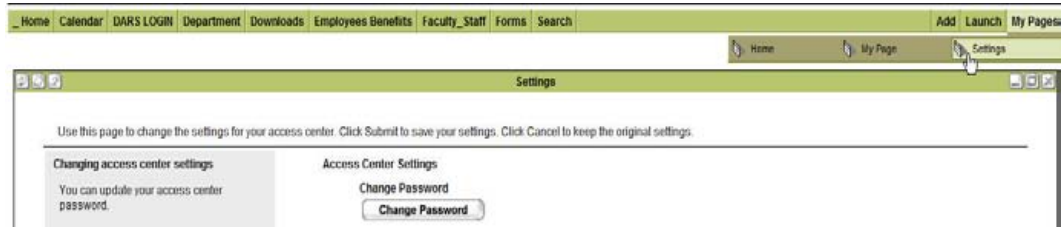
**Note:** Clicking a form title will load the document inside your browser. To print the form, select File/Print. To save a form to your desktop for later use, right click the form link and select 'Save Target As'.



TMCC FORM CATEGORIES:
<a href="#">Admissions &amp; Records</a>
<a href="#">Controller's Office</a>
<a href="#">Disability Resource Center</a>
<a href="#">Equity and Diversity</a>
<a href="#">Faculty Senate Office</a>
<a href="#">Finance and Administrative Services</a>
<a href="#">Financial Aid, Scholarships &amp; Student Employment</a>
<a href="#">Foundation Office</a>
<a href="#">General/Miscellaneous</a>
<a href="#">Human Resources</a>
<a href="#">Maps (Campus and educational sites)</a>
<a href="#">Student Organizations</a>
<a href="#">Veterans Benefits</a>

## H. How do I change my password?

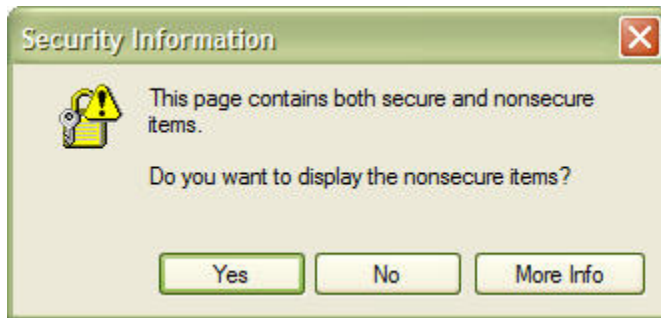
- 1) Log into the myTMCC portal.
- 2) Find and click on the "My Pages" tab. Next, click on the "Settings" tab. See below:



- 3) Click on the "Change Password" button. The Change Password window will appear. Type your current username and password.

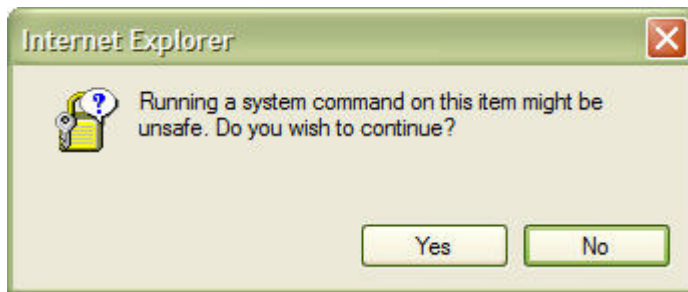
A screenshot of a 'Change Password' dialog box. It contains the following fields: 'User name:' with the value 'cwinslow', 'Domain:' with the value 'TMCCADMIN', 'Old Password:', 'New Password:', and 'Confirm New Password:'. Each of the last three fields has an empty text input box. At the bottom, there are 'Submit' and 'Cancel' buttons.

- 4) Type your new password. (Note: TMCC Password Policy: Your login password must meet the minimum security requirements outlined here: 1. Is at least 8 characters; 2. Must be unique; that is, it has not been used in the previous 24 passwords 3. Does not contain your account or full name (for example, in my case, my password should not contain 'cwinslow' or 'Chris' or 'Winslow' ) 4. Contains all four of the following character groups: a) English uppercase characters (A through Z); b) English lowercase characters (a through z); c) Numerals (0 through 9); d) Non-alphabetic characters (such as !, \$, #, %). For example, "My dog smells bad after playing in the bush" could be made into a password that looks like: md\$bAp1tb ).
  - 5) Type your new password again to confirm the spelling.
  - 6) Click on the "Submit" button. This will change your network log in password. Since your email password is synchronized to the network password, your email password will change at the same time.
- I. **What is the "Security Information" window that pops up?** If this window pops up, it can be ignored. It is simply looking to ensure that you're aware that secure (items that require to valid login to see) and nonsecure (i.e., pictures, etc.) are on the page. However, to eliminate it completely, you need to follow the Internet Explorer configuration changes under section "D. **How do I access the myTMCC portal?**" section listed above.



- J. **How do I access printers within the portal?** If you click on the Downloads tab, in addition to files you can download, you'll see all of the networked printers to which you can connect. Typically, they are given the name of where the printer is physically located. By double-clicking on the appropriate printer icon, you will begin the process for downloading the printer driver for that printer. Once installed, you can send print jobs to that printer via the normal File-Print command.

- K. **How do I print within the portal?** You can send documents in the Network Resources window (stored on the network) to be printed to your default printer. Simply go into the appropriate folder within the Network Resources window for which you have access and right-click on the document. A window (see below) will pop up asking if you wish to continue.



Click on the "Yes" button. Select "Print" and the document will be printed to your default printer.

- L. **I'm stuck, how do I find my way back?** You can always click on the browser's Refresh button (or use the F5 function key). If that doesn't work, you can always click on the "Logout" button in the top right hand corner of the portal screen.
- M. **What else do I need to know?** You can maximize and minimize windows within the portal. Click on the "Maximize" button found in the top right-hand corner of the portal window to enlarge a window.



After the window is maximized, the same button will be labeled "Restore". Click on the "Restore" button to return the portal window to its original size.

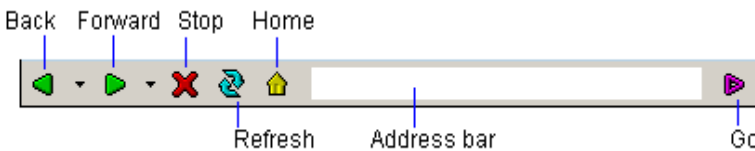
- N. **Is there additional information available on the portal?** Yes, the Office of Professional Development will be providing additional training opportunities on the portal. Also, the document below provides further navigational information:

## Using Website Viewer

Website Viewer is like the Internet Explorer Web browser, except it is a separate window inside the TMCC Portal. In general, you can use Website Viewer just like a Web browser. You can click hyperlinks in Web pages and enter information in Web forms, for example. Your administrator determines which page appears first when you use Website Viewer.

**Note:** It is possible that a hyperlink could cause a page to appear in the main portal window outside Website Viewer. If you cannot use the browser's Back button to return to the access center, go to the access center as usual and enter your credentials to log in again.

Your Website viewer might include a toolbar (shown below) if your administrator sets this up. The toolbar contains standard browser controls.



Website Viewer can also display a status bar and a right-click shortcut menu. In some access centers, these items may not be available.

### ***Displayed page history***

Website Viewer maintains a history of displayed pages. You can step through the page history using the toolbar buttons (if these are enabled).

- To return to previously displayed pages in order, click Back.
- To reverse direction, click Forward.

Although the Back and Forward commands also appear in the right-click menu, use only the toolbar buttons to step through the history. The history list for the menu may not be synchronized with the toolbar buttons and using the menu can produce unexpected results.