

Login Help & Instructions

Login Help

<https://www.tvcc.edu/Registrar/article.aspx?a=5216>
Student Portal Introduction and Instruction

Username & Password

Your username and password combination will be used to log into your various student accounts. Your username is your Cardinal ID and was included with your acceptance notification; cardinal ID format is your last name, first initial, followed by a sequence of numbers. Your initial password has been created for you from a generic format, using your personal identifiers. After your first login, it is advised to change your password. This change can only be done through your Cardinal Email account, and will automatically change your password across all of your other TVCC accounts. Your Cardinal Email address is simply your Cardinal ID username followed by "@tvcc.edu" and is where all notifications from TVCC will be sent.

Find my Cardinal ID

Password Format: "lowercase first initial + last four digits of social security number + uppercase last initial + four digit year of birth"

Example:

Student Jane Doe was born in 1998, and her social security number ends in "1234."

Cardinal ID username: doej123

Password: "j1234D1998"

Cardinal Email: doej123@tvcc.edu

Multi-Factor Authentication

To protect your privacy and ensure account security, TVCC has implemented Multi-Factor Authentication (MFA) for some of your student account portals. Once you have your Cardinal ID username and password combination, it is time to go ahead and set up your multi-factor authentication. If an account requires MFA, you will not be able to access it until your MFA is set up and working properly. This extra security is for your protection.

Cardinal Email

TVCC provides students with their own student email account so that we may communicate with you securely; be aware that any and all communications from TVCC will go to this email address. You can access your Cardinal Email easily from the shortcut at the very top right of any page on our website, located above the search option. Cardinal Email accounts use the standard Cardinal ID username and password combination. Your Cardinal Email is the only account that will allow you to change your password for your student accounts. Check your Cardinal Email regularly to stay up to date and informed.

My Cardinal Connect

The My Cardinal Connect student portal is your resource for most school related tasks, from viewing and accepting your financial aid awards, registering for classes, making tuition payments or installments, and one day applying for your graduation. Once you have successfully logged in, it is best to take a look around and explore all of the resources and tools you have as a student right at your fingertips. My Cardinal Connect uses the standard Cardinal ID username and password combination, with the exception that you will need to include the "@tvcc.edu" portion for your username. We have compiled some helpful tips below for your first log in.

First Time Users

Step 1: Take a look around

My Cardinal Connect Colleague Self-Service Portal opens to the below screen. The gray bar to the left displays your main menu options. The horizontal tiles that take up the bulk of your home screen are the modules you will use to perform tasks within your portal; each module has a brief explanation of what purpose it serves.

The screenshot shows the My Cardinal Connect Colleague Self-Service Portal home screen. At the top, there is a red navigation bar with the TVCC logo on the left, a user profile icon in the center, and "Sign out" and "Help" links on the right. Below the navigation bar, a gray bar contains the text "Hello, Welcome to Colleague Self-Service!" and "Choose a category to get started." The main content area is divided into several sections. On the left, there is a vertical gray sidebar with icons for Home, TVCC, and a user profile. The main content area starts with a "Notifications" section, which includes a table with columns for Title, Details, and Link. Below the notifications, there are several horizontal tiles, each with an icon and a brief description of the module's purpose. The tiles include: Student Finance (view latest statement and make a payment online), Financial Aid (access financial aid data, forms, etc.), Tax Information (change consent for e-delivery of tax information), Banking Information (view and update banking information), Student Planning (search for courses, plan terms, and schedule & register course sections), Grades (view grades by term), Graduation Overview (view and submit a graduation application), Enrollment Verifications (view and request an enrollment verification), Transcript Requests (view and request a transcript), and Academic Attendance (view attendances by term).

Step 2: Update Student Profile

With your first access to My Cardinal Connect, it is important that you immediately update your contact information with an EXTERNAL email address (non-TVCC) for your user profile. This will be necessary to add so that a password reset link can be sent to an external email address should you forget your password.

Select "User Profile" under the login information icon:

The screenshot shows the My Cardinal Connect Colleague Self-Service Portal home screen, similar to the previous one, but with the user profile icon in the top right navigation bar clicked. A dropdown menu is open, showing the following options: "User Profile", "Emergency Information", "View/Add Proxy Access", and "Account Preferences".

Select "Add New Email" under Email Addresses to update with an EXTERNAL email:

About You



Profile picture placeholder, Date of Birth: [redacted], Email: [redacted]@tvcc.edu, Colleague ID: [redacted]

Addresses

Last Confirmed On: Click to confirm that the address(es) below is accurate as of today. Confirm

Address	Type	Preferred
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Email Addresses

Last Confirmed On: Click to confirm that the email(s) below is accurate as of today. Confirm

[+ Add New Email](#)

Enter your choice of EXTERNAL (non-TVCC) email address, mark it as personal, and select "Add Email." Please note - should you ever need your account reset, this external email is where your password recovery will take place:

Enter Email Details

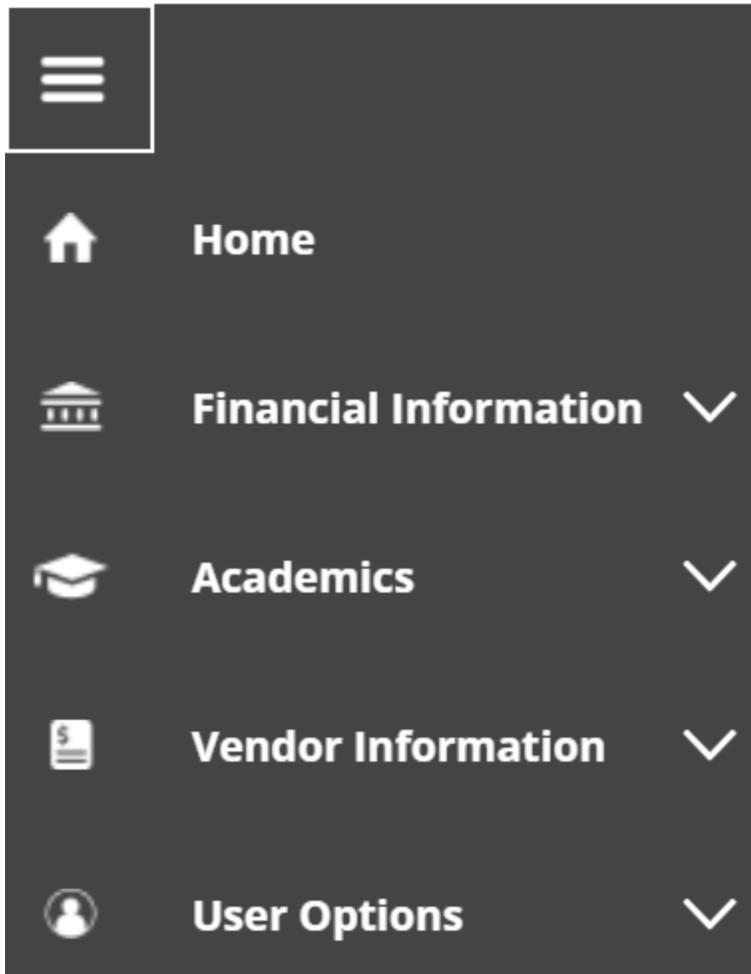
Type

Personal

Cancel Add Email

Step 3: Navigating within the Portal

Select the "expand" icon to the top left of the page to familiarize yourself with the main menu options available to you through your portal. There are so many things you can take advantage of in your new portal it is best to take a look around and get to know the new capabilities you have right at your fingertips.



My Cardinal Connect Self-Service provides access to a variety of menus and can help you manage your student account and registration.

- Student Finance - View your latest account balance, make online payments or set up payment plans
- Tax Information - View tax 10981-T information and change consent for e-delivery of tax information (under construction)
- Student Planning - Search for available courses within the schedule each semester, plan your academic courses through graduation, and register online for your course selections.
- Graduation Overview - View and submit graduation application (under construction)
- Transcript Requests - View and request a transcript (under construction)
- Financial Aid - Access financial aid awards information, check that all forms are submitted, and accept/decline aid
- Banking Information - View and update banking preferences
- Grades - View grades by term (under construction)
- Enrollment Verification - View and request enrollment verification documentation (under construction)
- Academic Attendance - View attendance by term

Step 4: Be Sure to Check for Alerts

Be sure to always check the top right of your screen for red or yellow "alerts" as TVCC will use this portal to notify you of any important upcoming deadlines or changes.



Congratulations! You have now accessed the most important portal during your time at TVCC. Try not to be a stranger; log in often to stay up to date on any student account issues.

Proxy Access

You have the ability to grant others access to your My Cardinal Connect account. This access is typically limited to Student Finance and the secure payment center. Be aware that proxy access users will still be required to setup a Multi-factor authentication method. This type of access should be setup as early as possible so that users do not experience delays while attempting to make payments by the tuition deadlines.

Canvas

Canvas is the Learning Management System that you will use at TVCC to participate in online classes. While Canvas uses the same Cardinal ID username and password combination as your other accounts, be aware that your Canvas account may not be activated until close to or at the start of your first semester. Likewise, your classes will not typically show up within your Canvas portal until the first day of class each semester. Keep in mind that even if you are not enrolled in a strictly online course, often times instructors may opt to have some portion of your course within the Canvas portal (i.e. homework submission, group project participation, etc). Our distance Learning department does have an [Orientation available for first time Canvas users](#); just click the " + Join this Course" option in the top right corner.

Trouble Shooting & Account Help

Trouble logging into **Cardinal Email** or **My Cardinal Connect**?

Students should be able to access the above portals as soon as you've received your admissions notification from TVCC. If you are unable to login, contact our IT department for assistance at (903) 675-6300, or [chat with them through live support](#) during business hours.

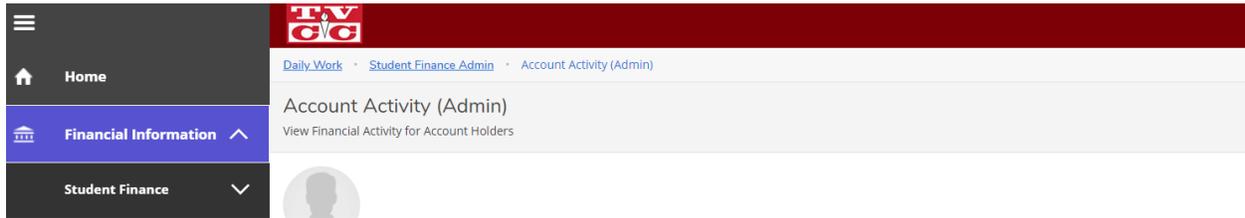
Trouble logging into **Canvas**?

Access to Canvas is not immediate; typically access is granted by our [Distance Learning](#) department once your first semester is about to begin. If you are not able to log in when the time comes, contact them at (903) 675-6324, via email at ecourseshelp@tvcc.edu, or through this [online request form](#).

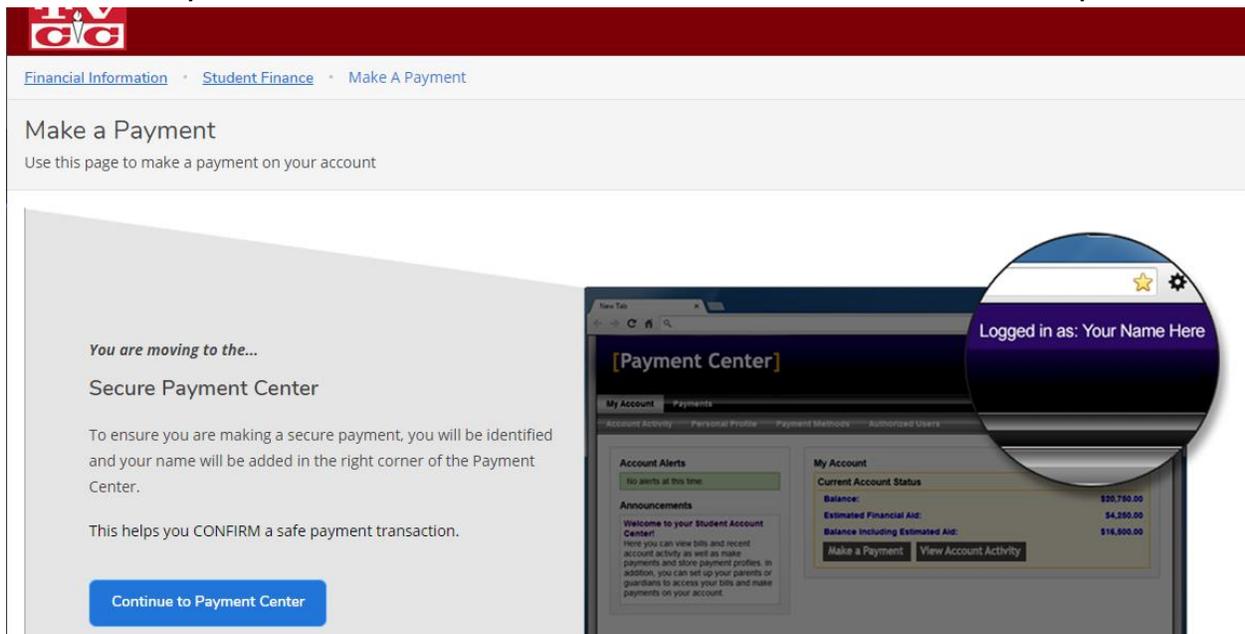
Setting up
a
Payment Plan

HOW TO SET YOURSELF UP FOR A PAYMENT PLAN

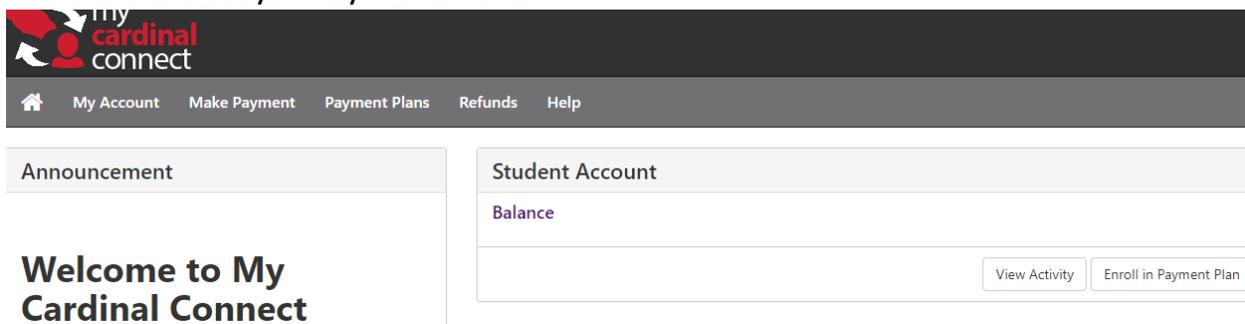
1. Log into your My Cardinal Connect select “Financial Information” then select “Student Finance”



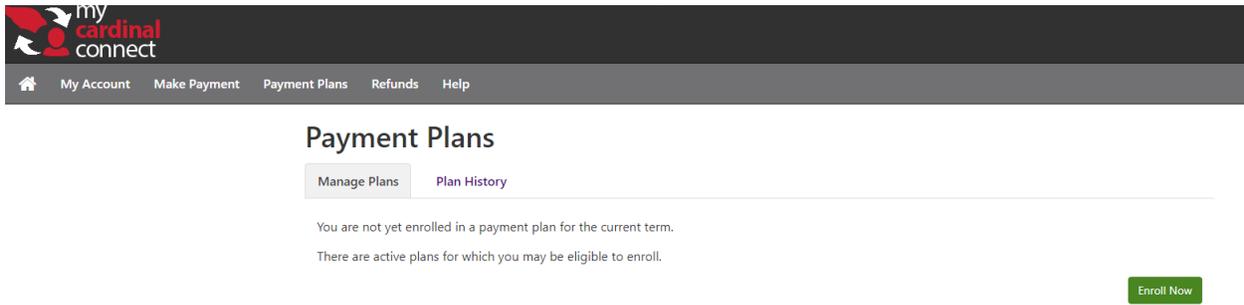
2. From there you will select under the “Student Finance” tab “Make a Payment”



3. The select “ Continue to Payment Center”
4. From there you will be re-directed to a secured payment portal at the top you should see a tab that says “Payment Plans”



5. Select the “Payment Plans” tab then you will be redirected to a new page on this page select “Enroll Now” and then follow the steps.



How our payment plans work.....

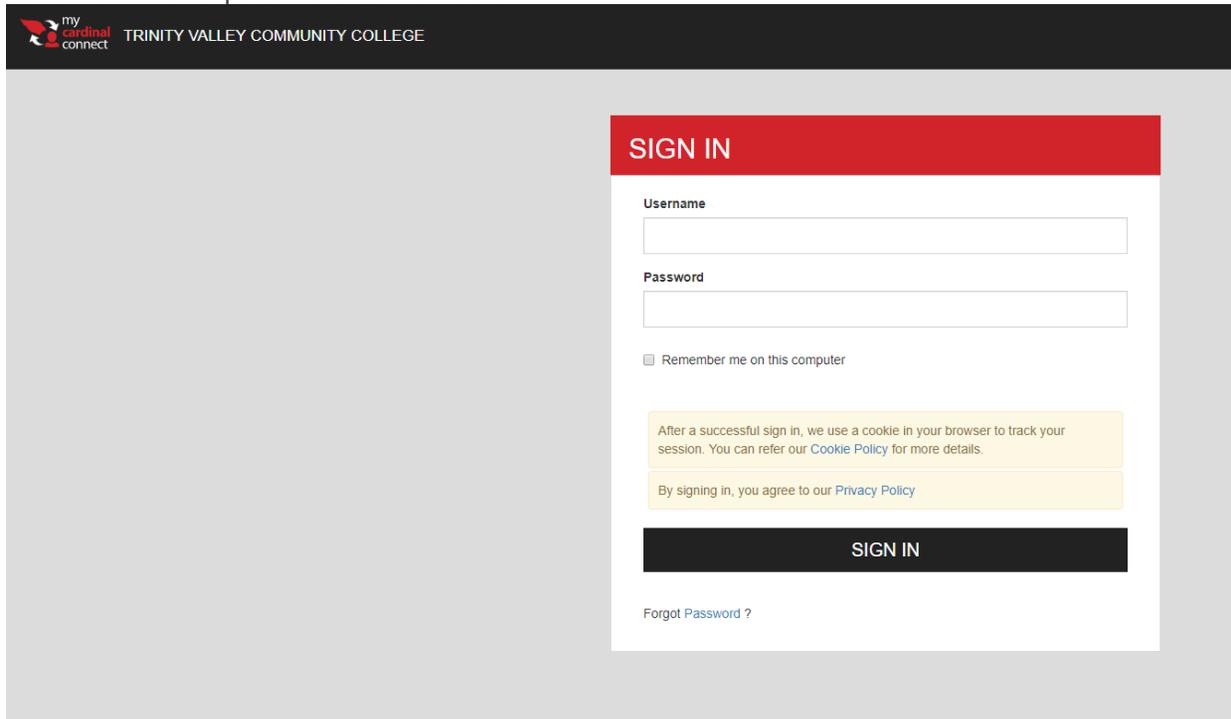
1. You will pay 10% of your total balance up front PLUS a \$25 payment plan set up fee.
2. It will then take the remaining balance and break that into 3 AUTO DRAFTED payments with SET PAYMENT DATES. (For Summer: 2 Auto drafted payments with Set Payment Dates)
3. Your payment plan can recalculate at anytime if any charges are added to your account which would cause an increase/decrease in payment date amounts
4. Payment made outside of the set payment dates (i.e. self payments, financial aid, sponsorship) will be applied sequentially. This means that the payment will be applied towards the first installment, then the second and so on.
5. Our payment plans are set up to be AUTO DRAFTED on the SET DATES, these dates can not be changed.

Payment Instructions

Payment Instructions

Log In To My Cardinal Connect

To register for classes navigate over to your student portal, My Cardinal Connect, and get logged in with your Cardinal ID and password combination.



The screenshot shows the login interface for My Cardinal Connect at Trinity Valley Community College. At the top left, there is a logo for 'my cardinal connect' and the text 'TRINITY VALLEY COMMUNITY COLLEGE'. The main content area features a 'SIGN IN' form with a red header. The form includes fields for 'Username' and 'Password', a checkbox for 'Remember me on this computer', and two informational yellow boxes. The first box states: 'After a successful sign in, we use a cookie in your browser to track your session. You can refer our [Cookie Policy](#) for more details.' The second box states: 'By signing in, you agree to our [Privacy Policy](#)'. Below the form is a black 'SIGN IN' button and a link for 'Forgot Password?'

Login credentials are:

- User name – **Cardinal ID.** [Find your Cardinal ID here.](#)
- Password – Unless you have previously changed your master password through your Cardinal Email, your default password is: **lowercase first initial + last four digits of social security number + uppercase last initial + 4 digit year of birth** (Jane Doe born in 1998 with social security number ending in 1234 and would generate password of *j1234D1998*)
-

Payment Instructions

2 Select "Student Finance" From The Main Menu

Access your tuition statement and payment options by selecting the "Student Finance" option from the home screen of your student portal. Student Finance is where you can make payments, view tuition balances and statements, and also where you can set up additional authorized users for your student portal.

Hello, Welcome to Colleague Self-Service!
Choose a category to get started.

 Student Finance Here you can view your latest statement and make a payment online.	 Financial Aid Here you can access financial aid data, forms, etc.
 Tax Information Here you can change your consent for e-delivery of tax information.	 Banking Information Here you can view and update your banking information.
 Student Planning Here you can search for courses, plan your terms, and schedule & register your course sections.	 Grades Here you can view your grades by term.
 Graduation Overview Here you can view and submit a graduation application.	 Enrollment Verifications Here you can view and request an enrollment verification.
 Transcript Requests Here you can view and request a transcript.	 Academic Attendance Here you can view your attendances by term.

It will open your portal to a very basic summary of your bill. To head to the payment center, select "Make a Payment" on the right side of your screen.

Financial Information · Student Finance · Account Summary

Account Summary

View a summary of your account

Account Overview

Amount Due 8/16/2019	\$4,238.48	
+ Amount Overdue	\$200.00	
= Total Amount Due	\$4,438.48	Make a Payment
Total Account Balance	\$4,238.48	Account Activity
Fall 2019	\$4,238.48	

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Payment Instructions

This will direct you to the entrance page for the payment center. Be sure to read carefully before selecting to "Continue to Payment Center" to be redirected.

The image shows a web page titled "Make a Payment" with a navigation bar containing "Financial Information", "Student Finance", and "Make A Payment". Below the navigation bar, the page says "Use this page to make a payment on your account". A large graphic on the left side of the page reads "You are moving to the... Secure Payment Center" and "To ensure you are making a secure payment, you will be identified and your name will be added in the right corner of the Payment Center. This helps you CONFIRM a safe payment transaction." A blue button labeled "Continue to Payment Center" is positioned below this text. To the right, a screenshot of the "Payment Center" interface is shown. The interface includes a header with "Payment Center" and a user profile section that says "Logged in as: Your Name Here". Below this, there are sections for "Account Alerts" (with a "Go back to this time" link), "Announcements" (with a "Welcome to your Student Account Center" message), and "My Account" (with "Current Account Status" showing a balance of \$22,790.00, an estimated financial aid of \$4,000.00, and a balance including estimated aid of \$18,800.00). Buttons for "Make a Payment" and "View Account Activity" are visible. The interface also features a "TouchNet" logo at the bottom right.

3

Check For Announcements And Update User Preferences AND Direct Deposit

Now that you are in the Secure Payment Center, be sure to check any announcements to the left hand side of the screen. This will typically be a reminder of when tuition is due, but may sometimes have other pertinent information regarding tuition payments.

You can also see the new options available to you on the right hand side of the screen. This is where you can add authorized users to your account, so that others can also make payments for you. You can also save payment information, and update and consent agreements.

!!! The most important thing to update right away is your electronic refund preference, found under your Profile Setup. These "Electronic Refunds" are how we reimburse your for any over-payment on tuition and fees, as well as how the financial aid department and business office will disburse any extra award amounts to you. This has replaced the Direct Deposit form.

[Need to add an authorized user to your payment portal? Follow these steps.](#)

Payment Instructions

my cardinal connect

Logged in as: Test10 Student10 | Logout

My Account Make Payment Payment Plans Refunds Help

Announcement

Welcome to My Cardinal Connect Student Account Touchnet Portal

Fall 2019 tuition, fees, room, and board are due on or before August 16.

Welcome to your Student Account Portal. Here you can view your College bills and recent account activity as well as make payments.

- Make payments using credit card or electronic check
- View real-time account information including current balance, recent activity,

Student Account ID: xxx5824

Balance -\$120.50

View Activity Enroll in Payment Plan **Make Payment**

My Profile Setup

- Authorized Users
- Personal Profile
- Payment Profile
- Security Settings
- Consents and Agreements
- Electronic Refunds

4 Pick A Payment Method And Pay

TVCC has the option for you to pay your bill in full, or to enroll in a payment plan. If you wish to make a payment in full, select the "Make Payment" option at the top menu. Follow the on-screen instructions through how much to pay, your method of payment, and your confirmation of payment, before it will prepare your receipt of payment.

Payment Instructions

my cardinal connect

My Account Make Payment Payment Plans Help

Account Payment

Amount Method Confirmation Receipt

Payment Date 7/16/19

Pay by term

2019 Fall \$4,238.48 4,238.48

Payment Total: \$0.00

Memo

Continue

If you would like to enroll in a payment plan, select "Enroll in Payment Plan" from the student Account Overview box in the center of the home page. Follow the on-screen instructions to select the current term, and then continue through scheduling your plan, and signing the installment agreement.

Payment Instructions

Express Payment

Student Account	ID: xxx5824
Balance	\$4,238.48
<input type="button" value="View Activity"/> <input type="button" value="Enroll in Payment Plan"/>	

Payment Plan Enrollment



Select



Schedule



Agreement

Select Term

Plan Name	Setup Fee	Required Down Payment	Installments	Late Payment Fee	Action
Tuition & Fees Plan	\$25.00	25%	4	\$0.00	<input type="button" value="Details"/> <input type="button" value="Select"/>
Tuition & Fees and Room & Board Plan	\$25.00	25%	4	\$0.00	<input type="button" value="Details"/> <input type="button" value="Select"/>
Room & Board Plan	\$25.00	25%	3	\$50.00	<input type="button" value="Details"/> <input type="button" value="Select"/>

Be sure to complete these steps before the due date each semester to avoid being dropped from your courses for non-payment. With TVCC's new waitlist policy, students dropped for non-payment cannot be guaranteed their original schedule should they have to be reinstated.

[Need to add an authorized user to your payment portal? Follow these steps.](#)

Payment Instructions

If you have trouble with payment through My Cardinal Connect or have general questions regarding the payment process, please contact the business office at (903) 675-6269, or businessoffice@tvcc.edu.

[For more information regarding Student Accounts, visit their page.](#)