

MyTCTC Tile Customization & Usage Guide

MyTCTC is a mobile app and web portal that provides a one-stop shop for student and employee resources. Information and services are organized in an efficient, easy-to-navigate tile format. MyTCTC provides the ability to add, remove, and re-arrange tiles to best fit your needs. This tip sheet outlines how to customize your tile view within the mobile app and web portal, general navigation tips, and how to provide feedback



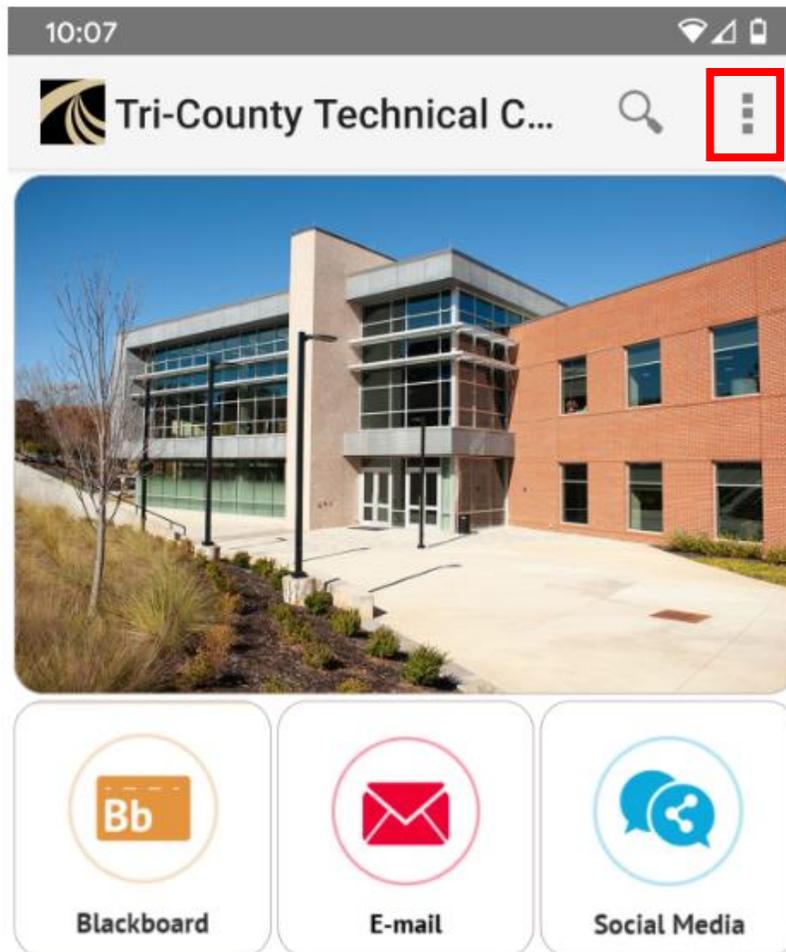
Try It Out

Arranging Tiles:

The tile arranging screen and process works the same way on both the mobile app and web portal. However, navigating to the tile arranging screen looks a little different.

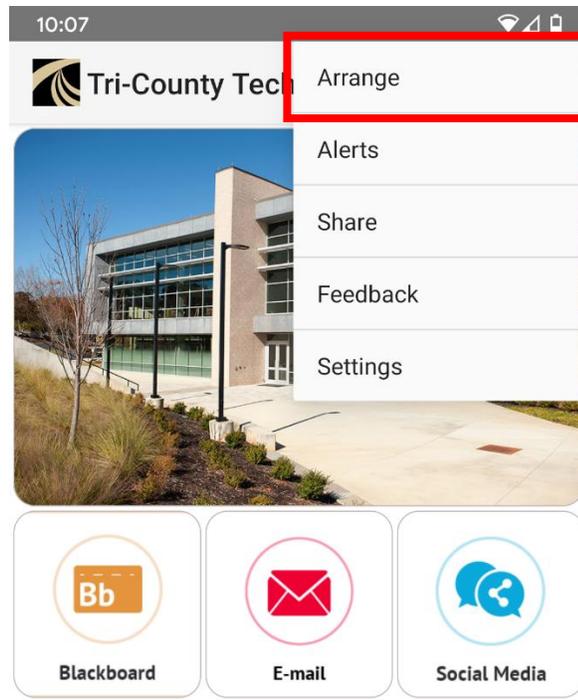
Mobile app navigation:

- 1.) Once logged into the mobile app, navigate to the top right corner and select the three dots

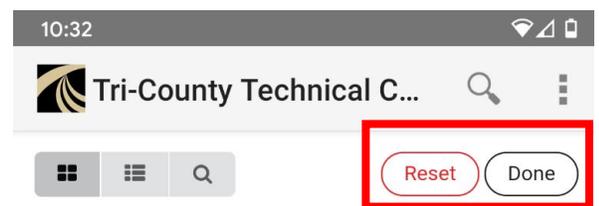


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2.) After selecting the three dots, touch the “Arrange” option in the menu.

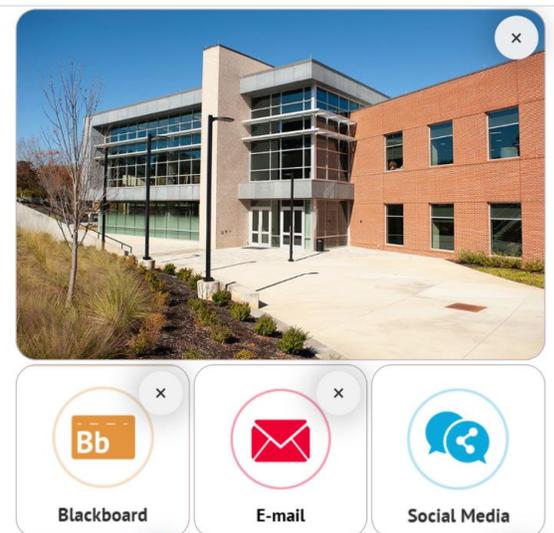


3.) Once the “Arrange” button has been selected, the below screen appears. Notice that each tile now has an “x” in the upper right corner. Also, at the top right of the screen, there are “Reset” and “Done” buttons.



4.) You are now able to delete or change the position of the tiles on the screen.

5.) Select “Done” to save your changes.

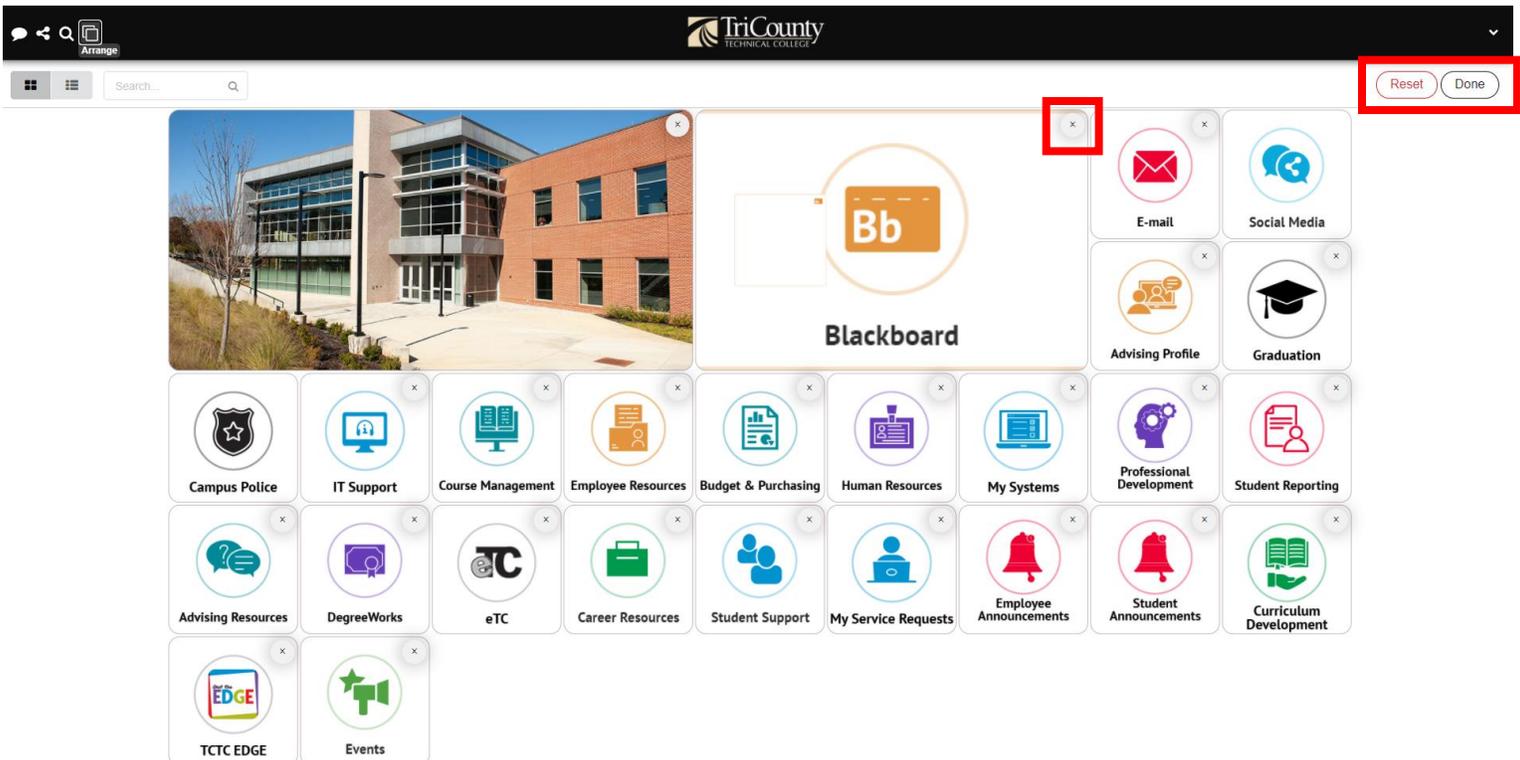


Web portal navigation:

1.) Once logged in to the web portal, navigate to the left corner. Select the “Arrange” icon that looks like two squares or “tiles” 



2.) Once the “Arrange” button has been selected, the below screen appears. Notice that each tile now has an “x” in the upper right corner. Also, at the top right of the screen, there are “Reset” and “Done” buttons.

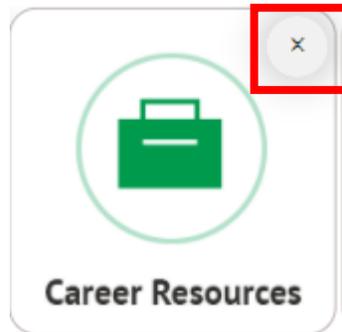


3.) You are now able to delete or change the position of the tiles on the screen.

4.) Click “Done” to save your changes

Deleting Tiles:

- 1.) Once you are in the tile arranging screen, simply click the “x” in the upper right hand of each tile you wish to delete.



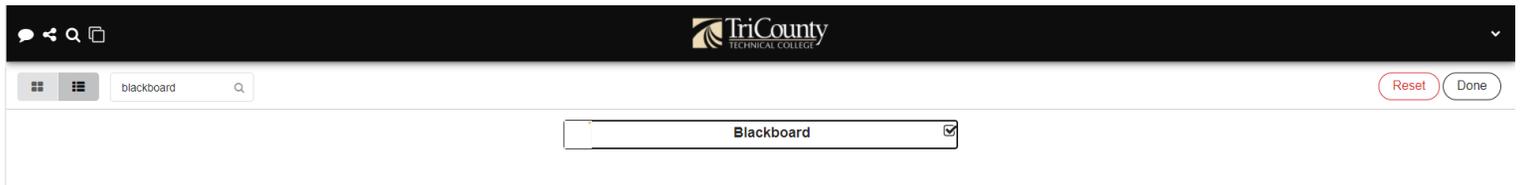
- 2.) Once you have deleted the desired tiles, click “Done” to save changes.
- 3.) If you delete a tile in error, there are two ways to retrieve it.
 - a. Click “Reset” in the top right corner of the screen to return to the default tile view. This will restore all deleted tiles.
 - b. Search for the deleted tile and add it back.

Adding Tiles:

- 1.) Enter the name of the tile you are searching for in the search bar that displays after you enter the tile arranging screen.



- 2.) After typing the tile name in the search bar, press the Enter key on your keyboard or click the magnifying glass.
- 3.) The tile title will appear in a new screen. Check the box directly to the right of the tile title to select it.

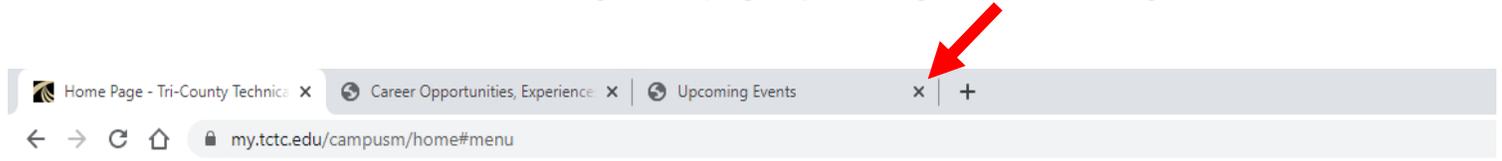


- 4.) Once the box is checked, click “Done” to save your changes. The tile should now appear.

Navigation Tips

Avoid an accidental sign out by closing the internet browser tab when finished viewing a selected webpage, instead of logging out through individual webpage “sign out” or “log off” links.

Close a browser tab when finished viewing a webpage by clicking the “x” in the right corner.



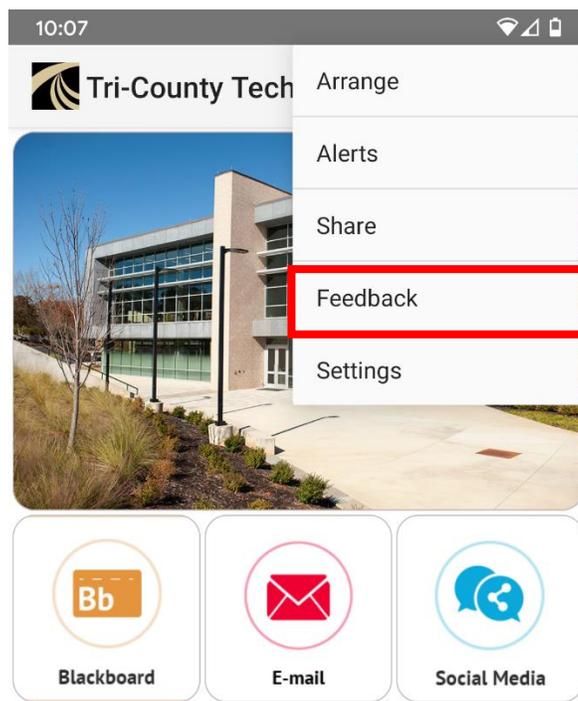
Use the links within webpages to navigate the site rather than using the browser “back” button. It is possible to press the back button too many times, which may trigger an error condition in authenticated websites that causes a session invalidation.

Providing Feedback:

TCTC believes in providing and supporting a transformative experience for students, faculty, and staff. With that in mind, we strive to constantly improve. Updates and enhancements are made to increase efficiency and ease-of-use, whenever possible. Provide feedback directly from the mobile app or web portal.

Mobile app view:

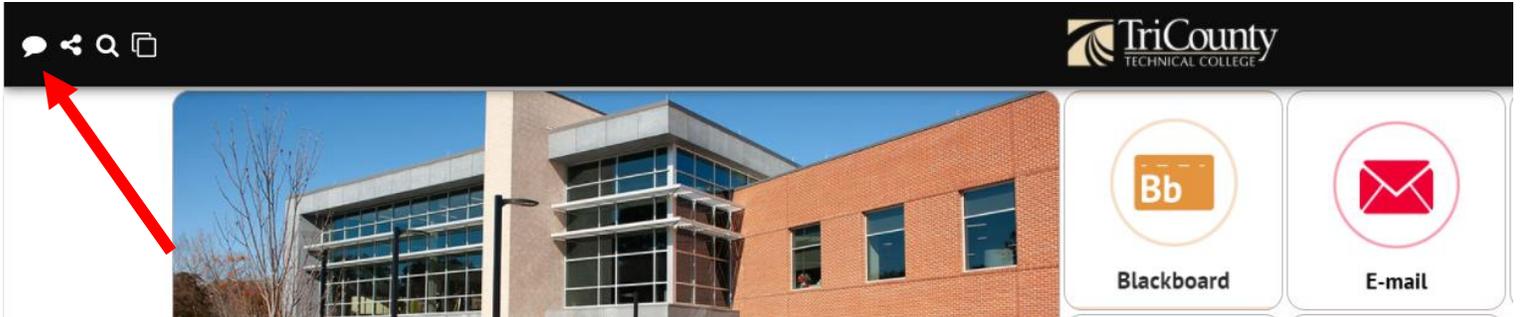
Select “Feedback” from the menu to submit your comments and ideas.



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Web portal view:

Select the bubble  icon in the top left of the screen to submit your comments and ideas.



As always, if you have questions or need technical assistance, please contact the IT Service Desk via telephone at 864-646-1779, or email ServiceDesk@tctc.edu