



Welcome to Trinidad State!

The Information Technologies Department would like to welcome you to Trinidad State!

This document will help you find your way around the technology resources available to you on and off campus. If you need additional assistance please contact us using the information below:

Local Support Desk

Open Monday through Friday

8am to 12:30 pm and 1 pm to 5 pm

Trinidad Campus: (719)846-5663 or Extension 5663

Alamosa Campus: (719)589-7105 or Extension 7105

E-Mail: SupportDesk@trinidadstate.edu

After Hours and Weekend Support

Log-in help for Student Portal, D2L and CCCOnline as well as technical support:

Perseptis: 1-888-800-9198

Live Chat, Troubleshooting Guides and online Help Tickets:

<http://help.ccs.edu>

Your Login Accounts

There are two separate login accounts for technology resources.

Network Login

This login is used when you are logging into a campus computer from the “Ctrl + Alt + Del” screen.

Portal Login (or website login)

This login is used when you are accessing the Student Portal or D2L. It is also used when you are signing into the Writing Center check in computer.



IT Support and Campus Technology

How to use your login accounts:

If you have forgotten your password for either account please call us and we can reset it.

Here are the rules you will need to know for your new password:

- ◆ Must be at least 8 characters in length
- ◆ Must contain a combination of upper case letters, lower case letters and numbers.
- ◆ May not contain your name (first, middle or last)
- ◆ Cannot be the same as any of the passwords used before however changing a single character is enough to qualify as a new password.

If you are entering the correct password and user name and are receiving an error you may need to change the domain the computer is logging into. To do this enter your User Name as follows:

TSJCINST\#

Online Resources

Trinidad State Website

Our website is located at www.trinidadstate.edu. A link to the “Student Portal” can be found at the top of the home page. An additional link to the Student Portal and a link for D2L can be found under “Students”.

Student E-mail

One of the first things you will need to do as a new student is set up your student e-mail account.

To do this log in to the Student Portal and look for this box on the right, the PDF will walk you through the steps to set up your student e-mail:

All Students must set up their College Email

If you haven't already set up your account you can do it from inside the portal. Click here to download a PDF to walk you through the process

[Get Help \(PDF\)](#)

TSJC Notify Me

Make sure your information is up-to-date so you are alerted about school closures, emergency alerts and other pertinent information. The notification options can be set up on Student Portal by following the “Update Your Information” link on the right of the “Welcome” page:

TSJC Notify Me

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[Update Your Information](#)

Public Wi-Fi

The password for the public Wi-Fi can be found by logging into Student Portal and looking just above the photograph in the middle of the “Welcome” screen. The Wi-Fi is compatible with any network card using 802.11 a, g or n technology. Compatible network cards are installed on most mobile devices and desktops by default or you can purchase a network card that is compatible with these technologies.

Have a great semester!

~Trinidad State IT Department