Temple University Systems Access FAQ
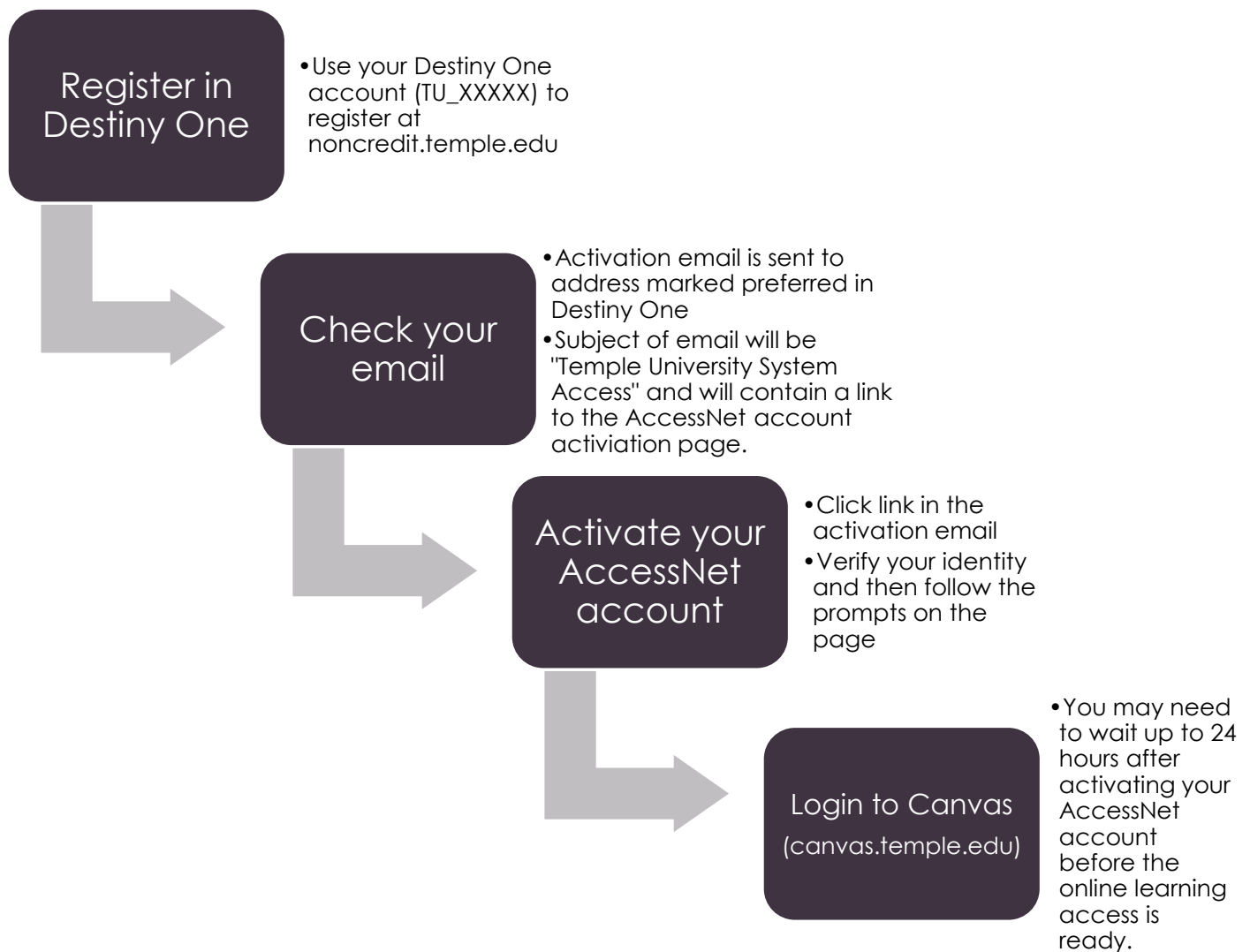
What are the two Temple University account types I will use?

	Destiny One Account	AccessNet Account
Description	Your Destiny One account (TU_XXXXXX) is your permanent account at noncredit.temple.edu and will never expire. You can use this account to sign up for another class, print your record of coursework, and review your account history at any time in the future.	Your AccessNet Account (tuzXXXXX) is used to access various Temple University systems (including Canvas) and will expire at the conclusion of your course. You will lose access to this account during the time periods when you are not actively enrolled.

What are the steps for me to activate my Temple University AccessNet account and start my Canvas course?

Register in Destiny One
- Use your Destiny One account (TU_XXXXX) to register at noncredit.temple.edu

Check your email
- Activation email is sent to address marked preferred in Destiny One
- Subject of email will be "Temple University System Access" and will contain a link to the AccessNet account activiation page.

Activate your AccessNet account
- Click link in the activation email
- Verify your identity and then follow the prompts on the page

Login to Canvas (canvas.temple.edu)
- You may need to wait up to 24 hours after activating your AccessNet account before the online learning access is ready.

How long will my AccessNet account stay active?

Start Date	End Date
30 days before the section starts	90 days after the section ends

What are the system resources I will have access to and how do I access them?

Application, System, Service, or Resource	Description	System Link	Account to Use
TUportal	Find links in this central portal to all systems below	tuportal.temple.edu	AccessNet
Canvas*	Access your online learning resources	canvas.temple.edu	AccessNet
TUmail	Receive and send email from your @temple.edu address	tumail.temple.edu	AccessNet
Computer Lab Access**	Log in to most computer labs on Temple University's campuses	Physical, on-campus computer	AccessNet
Google Apps	Utilize Google apps for document sharing, creation, and storage	Accessible through TUportal	AccessNet
TUsecurewireless	Log in to the Wi-Fi network when on campus	Wi-Fi network	AccessNet
Destiny One Student Portal	See your class schedule, print your record of coursework, register for more classes	noncredit.temple.edu	Destiny One (TU_XXXXX)

*Access to canvas.temple.edu may take up to 24 hours after AccessNet account activation to become available

**Some Computer labs are specific to certain schools/colleges, credit students, or research centers, and you will not be able to log in without special permission.

Troubleshooting FAQ:

Who do I contact if I can't activate my AccessNet account?

Please contact the Continuing Education Systems office at destiny1@temple.edu or 215-204-4866. The Continuing Education Systems office is open Monday – Friday 9:00AM – 5:00PM. If no one is available to answer your call, please leave a message with your name and contact information. For assistance when the Continuing Education Systems office is closed, you can contact Temple's Information Technology Services Help Desk 24/7 at help@temple.edu or 215-204-8000.

I can't see my class in Canvas, but I have logged in to canvas.temple.edu successfully, what do I do?

If you are able to login to Canvas, but your course does not appear on your dashboard, please contact the program office that is offering the course so that they can add you to the appropriate Canvas course.

I can't log in to noncredit.temple.edu, what can I do?

If you already have an account, but don't know your username, please [click here](#) and enter the email address you used when you created your account. An email with your username will be sent to that email address. If you don't know your password but know your username, please [click here](#) and enter your username. An email with a temporary password will be sent to the email address that is affiliated with your account. If the username and temporary password you received do not work, please close your web-browser and re-enter the username and password. If you are still unable to log in, please contact the Continuing Education System's office at 215-204-4866.

I've tried to reset my password at noncredit.temple.edu, but I'm not getting my password reset email?

The password email will be sent to the email address listed on the account, which may be your personal or work email address. Also, check your spam/junk folder. If you did not receive the password email, please contact Continuing Education Systems at 215-204-4866.

I can't log in to Canvas at canvas.temple.edu at all, I get an error, what do I do?

Please note that there is a 24 hour delay from when you activate your AccessNet account and when you can log in to canvas.temple.edu. If you activated your AccessNet account more than 24 hours ago, but you still cannot login to Canvas, please go accounts.temple.edu to reset your password. If you are unable to access your account or reset your password at accounts.temple.edu, please contact the Continuing Education Systems office at destiny1@temple.edu or 215-204-4866. The Continuing Education Systems office is open Monday – Friday 9:00AM – 5:00PM. If no one is available to answer your call, please leave a message with your name and contact information. For assistance when the Continuing Education Systems office is closed, you can contact Temple's Information Technology Services Help Desk 24/7 at help@temple.edu or 215-204-8000.

I go to activate my account at accounts.temple.edu, but it says "something doesn't match", what should I do?

Please make sure that the spelling of your name and your date of birth on your account at noncredit.temple.edu are accurate. If the date of birth is incorrect on your account at noncredit.temple.edu, please update it to the correct date under My Profile. If the name is incorrect, please contact Continuing Education Systems at 215-204-4866 or destiny1@temple.edu.

I'm having an issue that's not on this list, who can I contact?

For issues with your AccessNet account or your account on noncredit.temple.edu, please contact the Continuing Education Systems office at 215-204-4866 or destiny1@temple.edu. For issues specific to your class, please contact the program or office offering your class.