

Tips for Logging into The Learning Connection (TLC)

Logging in to TLC for the First Time

If you have never logged into TLC before, follow these instructions.

1. On a computer/laptop, use this link to access TLC:
<https://terumobct.plateau.com/learning/user/portal.do?siteID=Distributor&landingPage=login>
 - a. Be sure to add this URL to your browser so you can easily return to TLC.
2. Enter your User ID. (This was sent to you in your initial Welcome message.)
 - a. Make sure you are using the *correct* User ID.
In most cases, your User ID will be your full email address. But if you have an email address that exceeds 30 characters, the User ID will be the part before the @ sign. For example, the email address of *myfirstname.mylastname@company.com* is more than 30 characters, so this TLC User ID would be: *myfirstname.mylastname*.
 - b. If you don't remember your User ID, use the Forgot User ID feature. You will be asked to enter your email address to find your User ID.
3. Enter the initial password (This was sent to you in your TLC Welcome message.)
 - a. Make sure you are using the *correct* initial password.
The initial password contains a capital letter, a number, and a special character. The password must be typed in the **exact case as shown** and must be entered using **only English characters**.
 - b. If you do not successfully login after three attempts, the TLC system automatically locks your account. You must contact Terumo BCT to get your account unlocked.
 - c. If you do not remember the initial password you must contact Terumo BCT.
 - d. Please use this link to contact Terumo BCT: <https://www.terumobct.com/Pages/Support/The-Learning-Connection-Distributor-Support-Form.aspx>
4. When you have successfully entered your username and initial password, you will be prompted to change your password and create a security question.
 - a. Be sure to remember your new password.
 - b. Be sure to create a security question so, if necessary, you can use the Forgot Password feature in the future. You cannot use this feature if you haven't successfully logged in with temporary password.

Returning TLC Users

Use the Forgot User_ID and/or Forgot Password features on the TLC login screen. Remember, you can only use the Forgot Password feature if you have logged in previously to create a security question.

If you are still unsuccessful logging in, [contact us >](#)