MyCharleston Portal and CougarTrail FAQ
for Applicants and New Students

What is MyCharleston?
MyCharleston (my.cofc.edu) is our new portal. It will allow you to check your application status, see what materials we have received from you, check and accept your financial aid awards, pay your deposits and tuition bills, and see your transfer credit evaluation. We are currently still in transition to this new system, so there are some functions you may need to do in our old system, CougarTrail. You can access CougarTrail from inside the MyCharleston portal.

How do I log into MyCharleston?
FIRST TIME LOGGING IN: After you’ve submitted your online application, we will send you a special invitation e-mail with instructions for logging into MyCharleston for the first time. During periods of high volume, it may take a few weeks for this e-mail to be sent.

If you never received an e-mail invitation, or have misplaced it, please e-mail mycharlestonapplicant@cofc.edu and we’ll resend it within 3 - 4 days.

This e-mail contains a unique code that can only be used once. Click the link in the e-mail and follow the instructions. Note your CoC ID Number, the password you select, and fill out the security questions so you can retrieve your password if you forget it.

AFTER YOU’VE SET UP YOUR ACCOUNT: After you’ve set up your account for the first time, you can log into MyCharleston directly at my.cofc.edu using your CoC ID Number and password that you selected.

What if I forgot my password for MyCharleston?
If you’ve already logged in and set up your MyCharleston account, but forgot your password, select the Forget Password link on the homepage of my.cofc.edu and answer the security questions you set up the first time you logged in. If you did not set up security questions, you must e-mail helpdesk@cofc.edu and they will reset your account.

How do I log into CougarTrail?
Once you have logged onto MyCharleston, you should log into CougarTrail (it is the first option on the left-hand side after you log in to MyCharleston). To log into CougarTrail for the first time, use your CoC ID Number and your birth date as your password MMDDYY. You will then set your PIN for CougarTrail.

What if I forgot my PIN for CougarTrail?
Select Reset My Pin (Applicants & New Admits Only) and follow the instructions.

What if I never got an e-mail invitation to log into MyCharleston or I lost it?
If you never received an e-mail invitation, or have misplaced it, please e-mail mycharlestonapplicant@cofc.edu and we'll resend it within 48 hours.

What about the username and password I set up on my application? Can I use that on MyCharleston?
The online application is a completely different system, so your username and password will not work in MyCharleston.