



Beginning on Monday, May 13, 2013 all students will have one log-in to TigerWeb, eLearn and Self Service Banner. The new single sign-on is your TigerID. Follow these instructions if you experience difficulty logging in.

URL

Go to <http://itservices.chattanoogastate.edu/user-tools.php>



If the link does not work, copy and past the URL into your browser.

To Find Your TigerID

Student/Employee ID (A Number):

Enter your A Number and click **Submit**.

Forgot Your A Number?

SSN (No dashes, please):

Birth Date (mm/dd/yyyy):

Enter your Social Security Number and Birth Date. Click **Submit**.



Is This Your First Log In As Of May 13, 2013?

1. Use your TigerID as your username.
2. Your initial password is going to be the word *Tiger* followed by your Birth Date. EX: Tigermmddy. You will be required to reset your password using the following guidelines:
 - Use a minimum of 8 characters
 - Use upper and lower case characters
 - Use at least one alpha and one numeric character
3. The password must be reset every 120 days.

Forgot Your Password?



Forgot Your Password? No problem! Just point your Web browser to the following URL and follow the instructions:

[Self-Service Password Reset Tool](#)

Click on the **Self-Service Password Reset Tool** link if you cannot remember your password. Insert your TigerID and your A number using a capital 'A'. The password must include:

- Use a minimum of 8 characters
- Use upper and lower case characters
- Use at least one alpha and one numeric character

Once the password is reset successfully, you can write your new password here:

If the password reset does not work, contact the helpdesk at 423-697-3375 after two tries. When you change your password using this link, you will automatically receive an email in your ChSCC email address stating that the password has been changed.

