Beginning on Monday, May 13, 2013 all faculty 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](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**

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

**Forgot Your A Number?**

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 your existing TigerWeb password. If you are required to reset your password, use 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?

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:

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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.
Finding your Faculty Tiger ID

Did you go to the Tiger ID Lookup Page?

This is located off the Tiger Web and eLearn Log on Pages

Put in your A Number

Did you put in your A Number?

Did you get your Tiger ID?

If you are a new Faculty or Adjunct you will need to confirm with your Division Office that a username / password and ChSCC email has been assigned.

Use your password assigned by IT to access your desktop computer

Were you able to log in?

Go to the Center for Distributed Education
On the Second Floor of the Library Building (IMC 206)

Did you find your Courses?

Finished