Instructions for Logging into TigerWeb and eLearn

Here at Chattanooga State, every class has an online website. The sites are located within a Desire2Learn (D2L) course management system we call **eLearn**.

In order to get to eLearn the first time, new students need to go through **TigerWeb**. To log into TigerWeb you'll need to know your **TigerID** username and password. (Note: If you have not been officially accepted into the college, you probably do not have a TigerID yet.)

To find your TigerID and set up your password:
1. Go to https://tigerweb.chattanoogastate.edu and look **beneath the TigerWeb log-in box** for the grey box with the big heading **TigerID Wizard**.
2. Enter your **A-number** in the box (including the A and all eight numbers). **If you don't know your A-number**, you can look it up at https://anum.chattanoogastate.edu.
3. Press "**Click Here to Proceed**" and your **TigerID** should appear. Write down your TigerID, since you'll need it to log in to TigerWeb and eLearn.
4. Enter the **last 4 digits of your Social Security number**.
5. Enter your **new password** twice. Make sure it is at least 8 characters long and DOES NOT contain asterisks or slashes. A secure password should contain a combination of numbers and both upper- and lower-case letters.
6. After your password successfully resets, **wait a few minutes**, then log in to TigerWeb at https://tigerweb.chattanoogastate.edu with your TigerID and new password.

If you are not successful in changing your password, try again, typing very carefully. If you are not successful after three tries, please submit a **Help Request** to Student Tech Support at http://libguides.chattanoogastate.edu/techlifeline/helprequest.

Once you are logged in to TigerWeb, locate the **eLearn** icon (at the top right of the page). Clicking this icon should take you straight into the eLearn system. You can also log directly into eLearn with your TigerID and password at https://elearn.chattanoogastate.edu.

To see a list of your courses in eLearn, scroll down to the **My Courses** section in the middle of the page. *Important: You will not be able to see your individual courses until classes officially begin*. To learn more about why your course may not be appearing in eLearn, read this document: Why your course may not be appearing yet (pdf)

If you can't log into eLearn and you need help, send an email to d2lhelp@chattanoogastate.edu. Be sure to include your TigerID and A-number and describe what happens when you click the eLearn icon in TigerWeb. Mention any message you get or send a screenshot to help us troubleshoot the problem.

For more information about the Desire2Learn system and its commitment to Accessibility, read the Accessibility page at their web site.