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](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 the word *Tiger* followed by your Birth Date. EX: Tigermmddyy. 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?

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 Student Tiger ID

Did you go to the Tiger ID Lookup Page?

No

Did you put in your A Number?

No

Put in your A Number

Yes

Did you get your Tiger ID?

Yes

Did you find your Courses?

Yes

Use the following First Time Password formula:

Tigermmddyy

Did you Pay your Fees before the last Strip?

No

You will have to re-enrol

Yes

Did you go to the RODP Log in link at the bottom of the ChSCC home page and follow the instructions?

Yes

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

No

Were you able to log in?

No

Go to the RODP Log in link at the bottom of the ChSCC home page and follow the instructions

Yes

Finished