

CHATTANOOGA STATE COMMUNITY COLLEGE

AUTHORIZED USERS

STUDENTS MUST SET UP THEIR AUTHORIZED USERS “BEFORE” ADDITIONAL USER(S) CAN MAKE PAYMENT(S).

TO KEEP YOUR CLASS SCHEDULE, YOU MUST CONFIRM THAT YOU WILL ATTEND.

A confirmation number ensures you have successfully enrolled in classes and your fees are paid.

CONFIRM BY USING ESTIMATED FINANCIAL AID - You must confirm you will attend even if fees are paid in full by financial aid, loans, and/or scholarships. Your balance after financial aid is credited must be ZERO or a negative balance before you can confirm and receive a confirmation number. **Financial Aid Students** - For instructions on how to confirm if you are a Financial Aid student, [CLICK HERE](#).

CONFIRM BY PAYING YOUR FEES - If you owe a balance, you will directed to a secure payment site to make payment or enroll in the Deferred Fee Payment Plan. Note: Enrollment in the Deferred Fee Payment Plan requires a minimum initial payment, plus an enrollment fee. For information on how to enroll in the Deferred Fee Payment Plan, [CLICK HERE](#).

You will be given a CONFIRMATION NUMBER when you have successfully completed the payment process.

You must confirm even if your fees will be paid in full by financial aid, loans, scholarships, third party, or other credits.

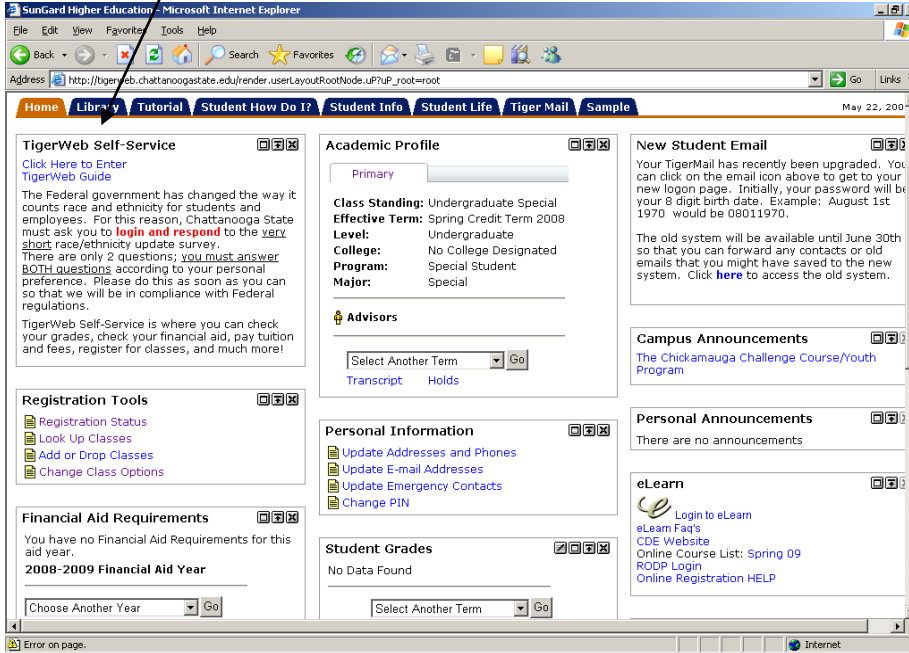
Students may give others (parents, guardians, employers, etc.) the ability to access their account information through Self-Service. Authorized users may view student account balances and make payments.

- In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), student financial records may not be shared with any third party without the written consent of the student. By adding an authorized user in Self-Service, the student gives written consent for another party to access and make payments on their behalf.
- Authorized users DO NOT have access to stored payment methods, academic records, or other personal information.
- Authorized users will receive email notification when their account has been established.
- Students may add/remove/update users at any time Online.

STUDENT INSTRUCTIONS FOR “ADDING AUTHORIZED USERS”

1. Go to www.chattanoogastate.edu
2. Click on “[Log on TigerWeb](#)”.
 - USER ID = Banner Student ID number (A00xxxxxx)
 - PIN (password)

3. Within the "TigerWeb Self-Service" box, Click on "Click Here to Enter".



4. Click on "**Student**".
5. Click on "**Student Account**".
6. Click on "**Account Detail for Term/Confirm Enrollment/Credit Card Payment**".
7. "Select Term" from the drop down menu and click "**Submit**".

**Example: Credit Students – Fall Credit Term 2011
Tennessee Technology Students – Fall TTC Term 2011**

****IMPORTANT****

***Selecting the incorrect term results in the student receiving a message stating they are not registered in that term.**

8. A summary of your account appears on the screen. Click on "**Yes, I will attend**" to confirm your enrollment.
9. The student is "Directed to the secure site", click "**Continue**".
10. From the Home Page of Student Account Suite, click on "**Authorized Users**" button. The student will see a statement noting the above FERPA information. Click on "**Add an Authorized User**" button.
11. Enter the authorized person's email address and select the information the student will allow that person to have access to. Click "**Add User**".
12. An agreement page will appear explaining the access. Click on "**I Agree**" and "**Continue**".
13. The next screen will give the following message to the student:

"Thank you. We have sent an e-mail to this person. Instructions on how to log in and view your billing and payment plan information will be sent via email to an authorized user. This person will log in using the e-mail address you provided."

(Note: If the e-mail delivery fails for some reason, a notification may be sent to your e-mail address on record.)

(cont. on next page)

14. Example of the Email sent to your Authorized User(s):

This is an automated message to inform you that the student listed below has granted you access to his or her online billing information. You now have the ability to make payments on behalf of this student and more.

===== **ACCESS INFORMATION** =====
Student Name --- [student name here]
Username --- [your new authorized user's email here]
Password --- [the password you selected here]
=====

ACCESS INSTRUCTIONS FOR AUTHORIZED USERS **(Parent, Guardian, Employers, etc...)**

1. Authorized Users will use their email address and password in the “**Authorized Users**” box. First time users will use their email address and the password from the login instructions that were emailed to them for login. Click “**Log-In**”.
2. First time users will be taken to a “**Profile Setup**” page to change their password, enter an alternate email and full name, etc. Click “**Continue**” to proceed to the Welcome Page.
3. If an authorized user is selected by one or more students, the first screen to appear will be the “**Select Student**” screen to select one student or you may select the “**Pay All**” button.
4. Depending on what access has been given, an authorized user may or may not view billing statements or payment history. Authorized users may make payments, view and select a payment plan, view previous payments they have made, change their profile or view other students they are set up for as an authorized user.

If an Authorized User forgets their password, they may click to view their password hint or have their password sent via email.