



How To's

How to Access Chatt Tech Student Email, BannerWeb, and Blackboard

To access your student email, BannerWeb, or Blackboard accounts, follow these steps:

1. Go to the [Okta dashboard](#).
2. Enter your Okta username, which is your entire Chatt Tech student email. (Example: jsmith1@students.chattahoocheetech.edu)
3. Enter your password, which was sent to your personal email account from CTC Technology. If you reset your password, use your most recent password. (Remember, passwords are case-sensitive and must include the special character at the end.)
4. Once you have logged in to Okta, select the button of the application you would like to use. When you are done working, close all BannerWeb, Blackboard, email, and Okta pages.

Troubleshooting

If you cannot locate the initial username/password email from CTC Technology, follow these steps to find your student email address and password:

- Find your student email using the [Student ID, Email, and Username Lookup tool](#).
- Reset your password using our [Password Reset tool](#)
 - Your new password will be sent to the personal email account (Gmail, Yahoo, etc.) that is connected to your academic record.
 - Do not attempt to login with your new password immediately; please wait at least 30 minutes.

Now that you know your student email address and have your password, please try the steps above starting with #1.

If you have not set up your Okta account...

To login to and authenticate your Okta account, follow these steps:

It is recommended that you use a computer, as you will need your mobile phone for verification purposes.

- Go to the [Okta dashboard](#).
- Enter your Okta username, which is your entire Chatt Tech student email. (Example: jsmith1@students.chattahoocheetech.edu)
- Enter your Okta password, which was sent to your personal email account from CTC Technology. If you reset your password, use your most recent password. (Remember, passwords are case-sensitive and must include the special character at the end.)
- Once you have logged in to Okta, follow the prompts for registering account verification information and complete the recovery question.
- Once you have registered a valid phone number, you can opt to receive a text with an SMS code or a phone call to complete your verification.

Other Verification Options

If you prefer, you can also use the Okta Verify app for account verification. This gives you the option to use a rotating 6-digit code provided by the app for multifactor authentication or push notifications. ([iOS Okta Verify app](#); [Android Okta Verify app](#))

How to Log in to a Campus Computer

Students can log in to computers on campus using the first part of their email username (all information up to the @) and password!

How to Access Student Wi-Fi

Students can access the Wi-Fi on campus using the first part of their username (all information up to the @) and password.

Questions? Assistance? 770.528.4444 or helpdesk@students.chattahoocheetech.edu

How to Submit a Student Help Desk Request

- Go to www.ChattahoocheeTech.edu.
- Click on Me@CTC.
- Click on Student Help Desk.
- Click on [Student Help Desk Request Form](#).
- Choose the issue you are having and include any comments.
- Allow 1-2 business days to be contacted by the Student Help Desk.

How to Find My Student ID and Student Email

- Go to www.ChattahoocheeTech.edu.
- Click on Me@CTC.
- Click on “Find My Student ID”
- Complete the [form](#) and click search.

How to Reset My Password (also see “troubleshooting”)

- Go to www.Chattahoocheetech.edu.
- Click on Me@CTC.
- Click on “Password Reset”
- Complete the [form](#) and click reset password.
- An email will then be sent to your personal email on file with the new password.

How do I register for classes?

- Go to www.ChattahoocheeTech.edu, select the Me@CTC tab.
- Go to the [Okta dashboard](#) and click the BannerWeb button.
- Login using your student username (email before the @sign) and password. You should have received this information via email from CTC Technology. If you did not receive this email, or cannot locate it, refer to page on “How to Reset My Password.” Doing this will trigger a new CTC Technology email be sent to your personal email on file with new password information.
- Click **Student Services and Financial Aid** at top of page.
 - If it asks for a pin, click back to Student Services and Financial Aid, then try again.
- Click **Registration**.
- In the drop-down box, click **Look Up Classes to Add**.
- Click **Class Search**.
- Choose the subject.
- Select the class section. Ex MATH 1111
- The next page will list all of the courses offered for that subject.
- Click the checkbox on the left side of the screen to indicate the course you need.
 - A “C” indicates that the section has met the maximum number of students allowed and it is full/closed. A different section must be chosen.
 - Make sure to review whether the class meets during the days, times, and campus you prefer.
- Click **Register**
- Scroll down and make sure all the classes you attempted to register for are showing and their status is **Registered Web**.
- Print a copy of your schedule. You **must** give a copy of your schedule to your high school counselor for approval.

Helpful Tips

- Campus Key: A=Appalachian, C=Canton, MA=Marietta, MV, Mountain View, NM=North Metro, PA=Paudling, WO= Woodstock
- Class Day(s) Key: M=Monday, T=Tuesday, W=Wednesday, R=Thursday, F=Friday, S=Saturday
- When attempting to register for courses that are co-requisites of each other, you must register for both courses at the same time. For example, students attempting to register for a biology course that has a lab component must check a biology lecture box and a biology lab box, scroll down, and select register.
- When choosing classes, be sure to look at start and end dates. We have an A, B, and C Term. B and C Term are only 8 weeks long.
- After you select register for your classes, scroll down and make sure you did not receive an error. If there are errors on the schedule (pre-reqs, major restrictions), an error message will show, and it will not be added to the schedule.

If you registered for an online course:

- Verify if it is a synchronous or asynchronous course. Synchronous online class meets at a specific time while asynchronous online classes do not have an assigned meeting time.
- Online courses require students to attend at least one **MANDATORY** on-campus proctored event, usually an exam.
- It is imperative that you check your CTC student email account and Blackboard Learn daily.

How to Print a Schedule

- Go to the [Okta dashboard](#) and click the BannerWeb button.
- Click on **Student Services & Financial Aid**.
- Click **Registration**.
- Click on **View Student Schedule**.
- Select the correct term. Click **Submit**.
- Click on the **print icon** on your toolbar.

How to Drop/Withdraw from Classes

- Your high school counselor must email their approval for you to drop or withdraw from a course to Dual.Enroll@ChattahoocheeTech.edu before your registration hold will be removed allowing you to withdraw.
- Once approval is received and your hold is released, complete steps 1– 6 from “Print My Schedule” instructions above.
- Click on **Student Services & Financial Aid**.
- Click **Registration**.
- Click **Add/Drop/Withdraw from Classes**.
- Select the correct term. Click **Submit**.
- Scroll to bottom of page and find the course you wish to withdraw from.

- Click the drop-down box to the right of the course & choose **BannerWeb Drop/Delete** or **Self-Service Withdrawal**.
- Click **Submit Changes**.
- Once this has been submitted, it **CANNOT BE REVERSED**.
- If you are withdrawing, your grade in the course will be updated on your college transcript to a “W”.
- **Your high school will determine how a “W” will transfer back on your high school transcript.**

Registration Tips

- It is the responsibility of the student to monitor the college calendar for registration dates and other important information.
- Make sure to have backup classes in mind when selecting classes in case some are filled or are offered at a time that does not fit into your schedule.
- **If you are taking a class at a career academy or an on-ground class at your high school, the college will enroll you in your class. If you wish to take additional courses, YOU must register for those classes. Ex. CNA at McEachern HS, Automotive at BCCCA, HIST 2112 at Gilmer HS, BIOL 1112 at Calhoun HS, etc.**
- **A registration hold will be placed on your account after you register for classes. Your high school counselor must email approval to Dual.Enroll@ChattahoocheeTech.edu.**
- Be mindful that CTC offers courses in the following formats:
 - Web-Enhanced: Courses that meet on campus in a traditional classroom setting but still require students to access online course content.
 - Online: Online students are expected to master the material with minimal instructor assistance. Most online courses complete coursework through Blackboard Learn. All online courses require at least one proctored event on a CTC campus of the instructor's choosing. Some online courses require multiple proctored events, so multiple trips to campus are required.
 - Synchronous Online Classes– Online classes that meet at a certain time 1-2 days a week. Instructor will live stream instruction and post course information, assignments to Blackboard.
 - Asynchronous Online Classes– Online classes that do not meet at a certain time. Instructor will post course information, lectures, assignments to Blackboard. Student reviews information on their own.
 - Hybrid: Similar to online classes, but also meet on campus part of the time for face-to-face support.
 - TeleLearn: A class that meets at a specified time and day in a physical classroom on a campus, in a live virtual classroom from any computer, or a combination of the two (Not an online class).