WHAT TO DO IF YOU CAN'T LOG IN TO SIGN YOUR GA/TS CONTRACT

1. The username/password for the GA/TS Online Contract System (GATS) is tied directly to your ETSU domain username/password account, the account that allows you to log on to computers and important software systems here at ETSU. If there’s a problem with your ETSU domain account or you don’t yet have one, you will not be able to log in to GATS to sign your contract.

2. **New Grad Applicant/Students**

   - If you are still applying for admission to ETSU, you must have paid your admission fee and have the Enumber your program specialist sent you before you can activate your domain account. If you’re a new student, you should be able to activate your domain account now. Follow the instructions in paragraph 4 below.

   - If you **HAVE** activated your ETSU domain but can’t log on, you need to call the OIT Help Desk at 423-439-4648 (OIT Help Desk) or email OITHELP@mail.etsu.edu and tell them you can’t log in to your GATS contract and need to know if there’s something wrong with your ETSU **domain** account. Most likely, you’ve exceeded three (3) login attempts and your domain account is locked **OR** your password has expired (it’s only valid for three (3) months). If your account is locked, OIT will unlock it; if your password has expired, OIT will tell you to go online and reset it.

3. **Established Grad Students.** Most likely, your password has expired (it’s only valid for three (3) months) or you’ve exceeded three (3) login attempts and your domain account is locked. Contact the OIT Help Desk at 423-439-4648 (OIT Help Desk) or email OITHELP@mail.etsu.edu and tell them you can’t log in to your GATS contract and need to know if there’s something wrong with your ETSU **domain** account. If your account is locked, OIT will unlock it; if your password has expired, OIT will tell you to go online and reset it.

4. **How to Activate Your Domain Account and Change Your Domain Password.** Go the https://etsupws.etsu.edu/AccountActivation/AccountActivation.aspx and fill in the requested information. After you click on ‘Submit,’ the system will ask you for your **new** password (please memorize it). Afterward, allow 15 minutes for the system to make changes to all the ETSU systems that depend on your domain account. A sample of the online forms is available on page 2 below.

5. **How to sign your GATS Contract**

   - Go to the GATS login at https://grad.etsu.edu/ and enter your domain username and password. The system will show you all the GATS contracts you’ve ever had at ETSU. Find the one that’s at the 25% level and click the “View” button to see your contract.

   - Now look for the “Edit” buttons on the right side of your contract – there are usually two – which indicate where you need to “digitally” sign your contract. Click each “Edit” button and sign your contract -- your name and the date signed will appear after you’ve saved and exited each section. Once **all** the “Edit” buttons have disappeared, you’re done. Just close the contract page.
For international students, leave this block blank if you do NOT yet have a Social Security Number (SSN). You’ll get an SSN after you arrive at ETSU.

Your info will appear here.

Note these requirements!