

About K@TE

K@TE (pronounced "Kate") is the University of Tennessee's comprehensive Learning Management System. To find out more about the UT programs offering training through K@TE and how to create a new account, read through the [Programs](#) page.

The K@TE Knowledge Base linked below also includes a comprehensive list of "Frequently Asked Questions" for UT faculty and staff members and external customers:

[UT Faculty and Staff - K@TE Knowledge Base](#)

[External Customers - K@TE Knowledge Base](#)

Logging in to K@TE

Which login button do I choose? If you are a UT faculty or staff member, you will choose the "UT Faculty and Staff" button on the [Home](#) page and will log in using your NetID and password.

All external UT customers will log in to K@TE using the "External Customers" button on the [Home](#) page. The user name or email address you used when first creating a K@TE account will allow you to log in using this button.

To confirm if you have a K@TE account or not, please contact the [UT program](#) offering your training or email AskKate@tennessee.edu before creating a new account.

Once logged in to K@TE, browse the course catalog to view all of the in-person and online training courses currently offered or use the Search field to find what else is available. K@TE allows you to easily register and keep track of upcoming and completed courses - all in one system.

If you have a question or need assistance, please check the [K@TE Knowledge Base](#) for troubleshooting tips or email AskKate@tennessee.edu.

Password Information

External Customers

All external customers choose an initial password when first creating an account in K@TE. If you ever forget your password and need to change it, click Options >> My Account >> Options >> Change Password in your K@TE portal. A "Forgot Password" option is also available on the K@TE login page, which generates an email with instructions for resetting your password.

UT Faculty and Staff Members

If you are a UT faculty or staff member, you will log in to K@TE using your NetID and password. When unsure of your password, instructions for resetting it are below.

To change your password, choose one of the following two options:

OPTION 1

If you are on the UTK or UTC network and use your NetID and password to authenticate to your UT Windows computer:

1. From your Windows computer, press Ctrl + Alt + Delete
2. Choose the option to "Change Your Password"
3. Enter your old password to authenticate and then enter and verify your new password

OPTION 2

For all other users, change or reset your password online with the [Office of Information Technology \(OIT\)](#).

If you need additional assistance with your NetID and/or password, contact the UT Knoxville OIT Helpdesk at 865-974-9900.

For any UT students or UT student employees seeking training, refer to your campus safety office or academic Learning Management System for additional information. Child Protection Training is offered through [Employee and Organizational Development](#), and instructions are available when creating a new K@TE account for UT students, UT student employees, volunteers or contractors requiring this training.

Internet Browsers Supported

To most effectively use K@TE, one of the following Internet browsers is recommended:

- Latest Mozilla Firefox
 - Latest Google Chrome
 - Latest Microsoft Edge
 - Latest Apple Safari
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Other Settings

- Pop-up blockers must be [disabled](#) for the K@TE application.
- Try accessing K@TE from a different Internet browser and/or [clearing your browser cache](#) on the browser you are using if an online class will not launch in K@TE.
- Cookies and JavaScript are required to be enabled in K@TE.
- Adobe Acrobat Reader is required to view training completion certificates launched from K@TE.



