Job Aid: How to Access Courses

K@TE is the University of Tennessee’s Learning Management System. In this job aid, you will learn how to access training courses in K@TE, successfully complete them, and how to review your training history in K@TE.

**Step 1**
- Navigate to [https://kate.tennessee.edu/](https://kate.tennessee.edu/) in your browser.

**Step 2**
- Click “UT Faculty and Staff”.

**Step 3**
- Login using your NetID and network password.
**Step 4**
- Follow the necessary two-factor authentication steps.

**Step 5**
- The K@TE home page will appear.
- Navigate to the bottom-center portion of the screen.

**Step 6**
- Review the “Your Transcript” widget at the bottom of the screen to see which required compliance trainings you have been registered for.
- Click “Launch”.

**Step 7**
- A new window will launch with the course.
- Navigate through the course per the instructions.
- Tip: Ensure pop-ups are enabled.
Step 8

- To verify completion and to view your transcript of completed courses, hover over “Learning” in the top left-hand corner.

- Select “View Your Transcript” from the drop-down menu.

Step 9

- Click on the “Active” filter and select “Completed”.

Step 10

- Review the list of completed courses on your transcript.
### FAQ

<table>
<thead>
<tr>
<th>Q: Whom can I reach out to if I'm experiencing technical difficulties?</th>
<th>A: Submit a HelpDesk ticket at <a href="https://help.utk.edu/footprints/contact/">https://help.utk.edu/footprints/contact/</a> or contact the OIT office by phone at (865) 974-9900.</th>
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| Q: What internet browsers are recommended? | A: Latest Mozilla Firefox  
Latest Google Chrome  
Microsoft Edge for Windows 10  
Apple Safari 10 and greater |
| Q: Do I need to disable pop-up blockers? | A: Yes, pop-up blockers must be disabled to view online K@TE courses. |
| Q: What should I do if my course won't launch in K@TE? | A: Try accessing K@TE from a different Internet browser and/or clearing your browser cache/history on the browser you are using. |
| Q: What other technical requirements are there? | A: 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. |