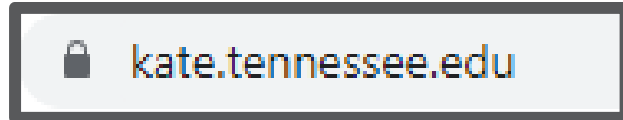


Job Aid: How to Access Courses

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.

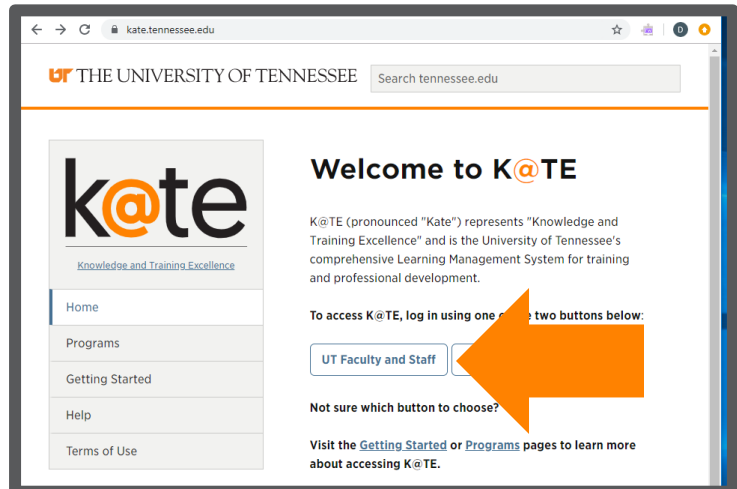
Step 1

- Navigate to <https://kate.tennessee.edu/> in your browser.



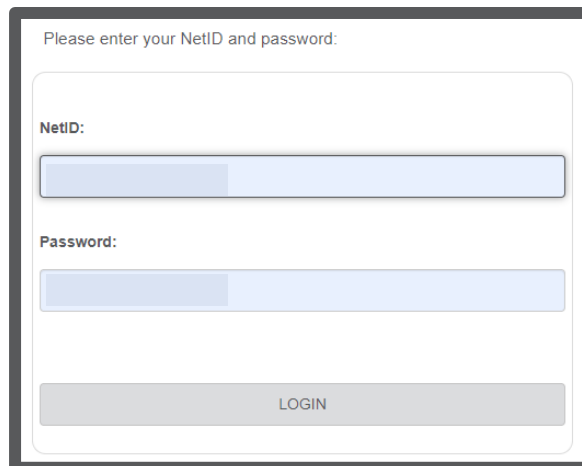
Step 2

- Click "UT Faculty and Staff".



Step 3

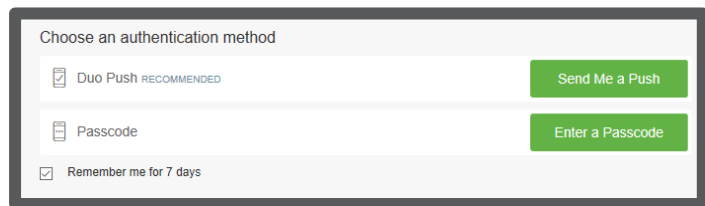
- Login using your NetID and network password.



A screenshot of the K@TE login form. The form is titled "Please enter your NetID and password:". It contains two input fields: "NetID:" and "Password:". Below the input fields is a "LOGIN" button.

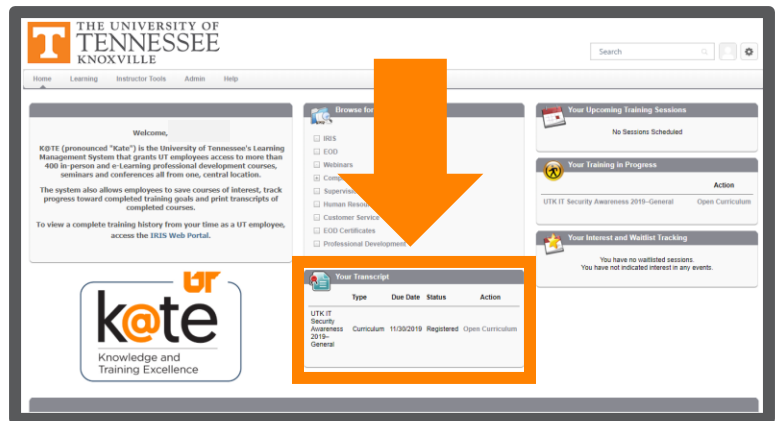
Step 4

- Follow the necessary two-factor authentication steps.



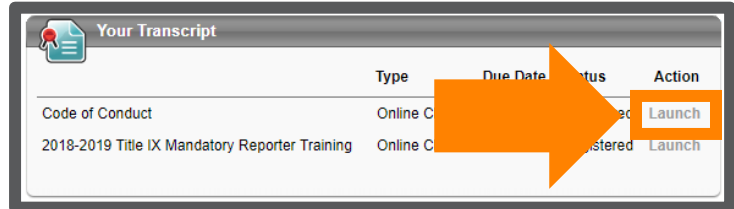
Step 5

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



Step 6

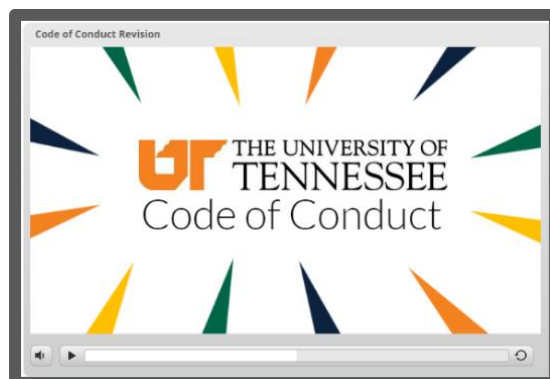
- Review the “Your Transcript” widget at the bottom of the screen to see which required compliance trainings you have been registered for.



- Click “Launch”.

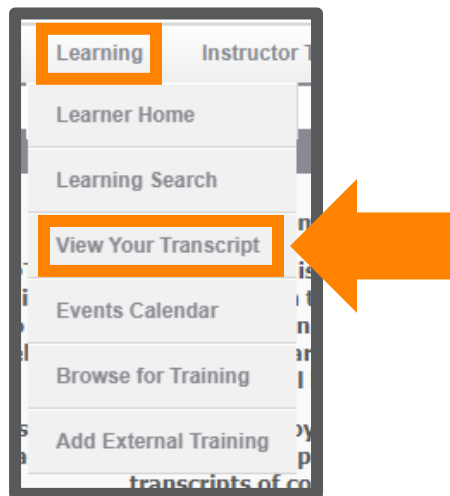
Step 7

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



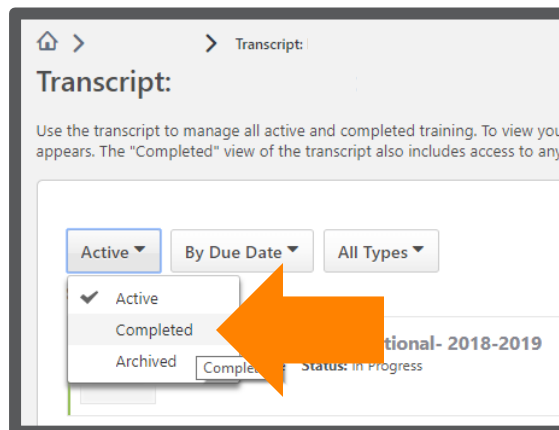
Step 8

- 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.



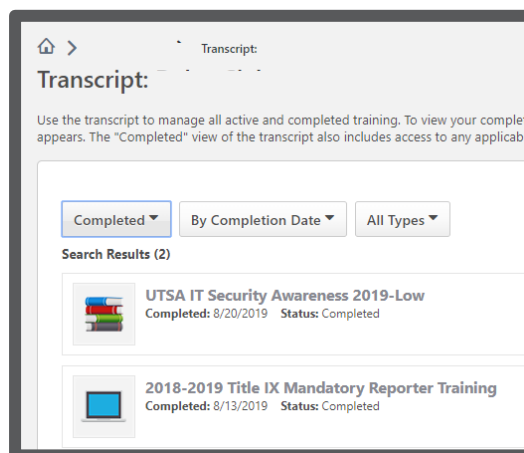
Step 9

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



Step 10

- Review the list of completed courses on your transcript.



FAQ

Q: Whom can I reach out to if I'm experiencing technical difficulties?

A: Please contact your campus/institute's local Help Desk to troubleshoot technical difficulties.

Q: What internet browsers are recommended?

A: Latest Mozilla Firefox
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.