

Ask Kate Email Address – Frequently Asked Questions (UT Employees)

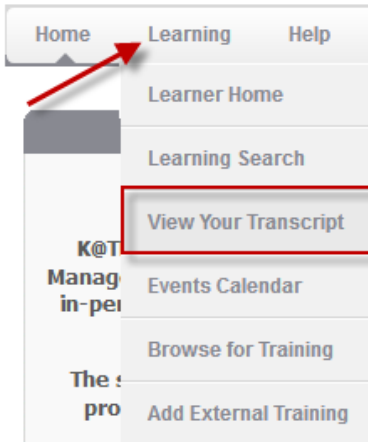
I am having trouble logging in to K@TE with my NetID and password. What should I do?

If you are a UT faculty or staff member, you will log in to K@TE using your NetID and password. Please refer to the Office of Information Technology (OIT) if you need additional assistance with resetting or changing your NetID password and make sure you are logging in using the Central Authentication Service login screen for K@TE. (There is an external login page for K@TE that is accessible by external UT customers.)

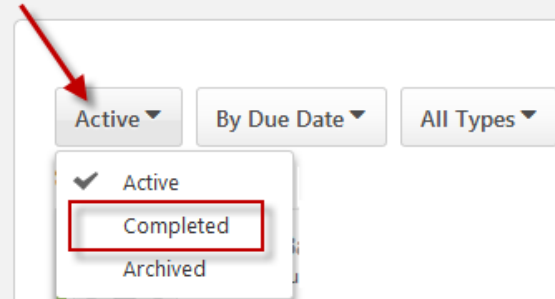
If you are attempting to log in to K@TE but are receiving a “Single Sign-On Error”, you may not meet the licensing criteria for the K@TE system. Most “Regular” and “Temp” UT employees are active users in K@TE, as are specific graduate student employees (GRAs, GTAs, GAs) located in the Knoxville area. For additional questions about your access to K@TE and if you meet the licensing criteria, email AskKate@tennessee.edu.

How do I find my transcript in K@TE and how do I access my completed courses?

To view your transcript in K@TE, choose “View Your Transcript” under the “Learning” dropdown menu. The default view for your transcript in K@TE is any *active* training items for which you have registered or are in the process of taking. Click on the “Active” button to view the “Completed” option on the dropdown menu and to access all of your completed courses in K@TE.

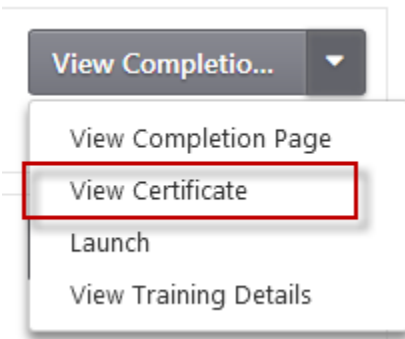
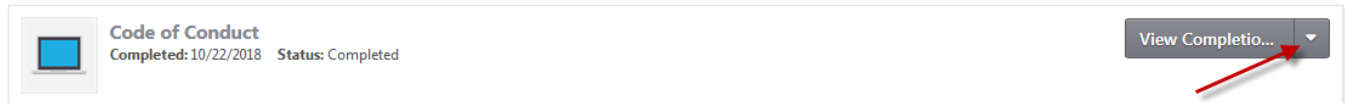


Use the transcript to manage all active and completed training. appears. The "Completed" view of the transcript also includes a



I need to access my completion certificate for a training I completed in K@TE. How do I do that?

When you have completed all requirements of the particular training item in K@TE, the course will appear on the completed page of your transcript. To view your completion certificate, follow the above steps to access your “Completed” transcript, click on the “View Completion Page” button to the right of the item and then choose “View Certificate” from the dropdown menu. Adobe Acrobat Reader is required to view training completion certificates.



I am having trouble launching an online course in K@TE. What should I do?

If an online course is not launching properly, ensure you have allowed pop-ups for the K@TE application first. To check this, launch the online course again and then allow pop-ups for the K@TE website. (Depending on the Internet browser you are using, this pop-up message should appear at the top of the page.) The [Getting Started](#) section of the K@TE website includes additional requirements for launching online courses in K@TE.

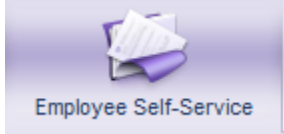
I need to add an external training completion in K@TE. How do I do this?

Effective August 1, 2017, UT employees must use the external training credit feature in K@TE in order to submit additional training credit. An Employee and Organizational Development staff member will approve and/or deny external training credits. Please allow time for your external training credit to appear on your transcript and refer to the [Employee and Organizational Development](#) website for additional information about this process and what types of training will be approved for external training credit.

How do I access a complete list of my training history as a UT employee?


To view a complete list of your training history as a UT employee, you will need to access the IRIS Web Portal by logging in with your NetID and password or contact the IRIS specialist in your department for assistance. When logged in to the IRIS Web Portal, click on the “Employee Self-Service” tab and then the “Personal Information” link. This training history will be available after clicking on the “My HR128 Training History” link. Any instructor-led training, online courses and external training that you take or record in K@TE will also be reflected on your IRIS Web Portal training history *the following day* after they are completed in K@TE or your attendance is reflected with an instructor-led training roster submission.

How do I access a complete list of my training history as a UT employee? (Screen shots)



Employee Services


Map | Directory | Index

 **Benefits and Payment**

In this area, you can use services to display your salary statement and other information regarding your payment.

Quick Links


[Online Pay Statement](#)

 **Personal Information**

Display your personal data from the IRIS System. Data such as: demographic information, organizational assignments, addresses, education, communication and bank information.

Personal Information

[Back](#)

 **Personal Profile**

Use the links below to access your personal information.

[Personal Profile](#)

Use this link to display your personal data (for example, address information or bank details). Some information (such as Emergency Contact Address) may be updateable. Use the link below for the Personal Data Form to update information that is not available for update in ESS. The Personal Data Form should be submitted to your local Human Resource Office.

[Personal Data Form](#)

Use this link to download the Personal Data Form to change information in your Personal Profile.

[Personal Data Form Instructions](#)

Use this link to download instructions for completing the Personal Data Form to change information in your Personal Profile.

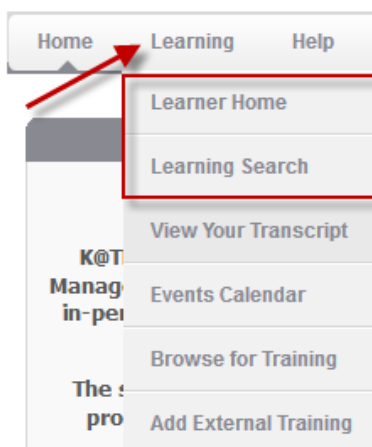
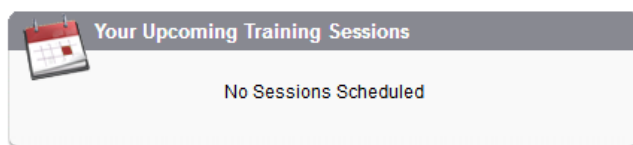
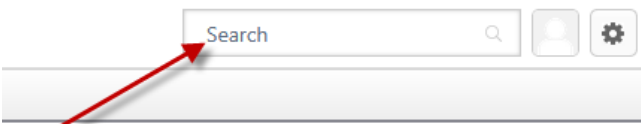
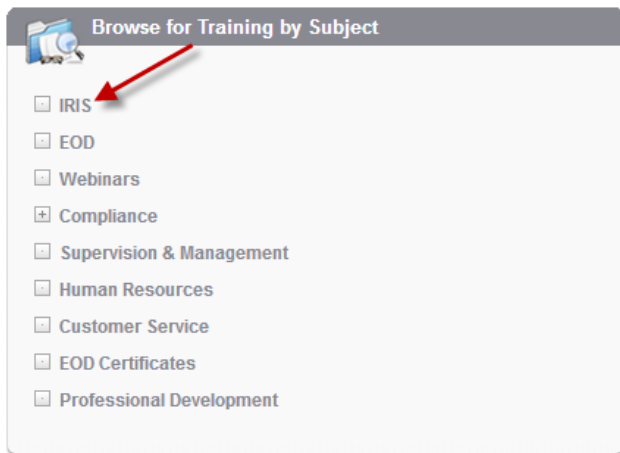
[My HR128 Training History](#)

Use this link to check your HR 128 status using the training history stored in IRIS.

How do I search for specific courses in K@TE?

When searching for courses in K@TE, there are several different options. The “Browse for Training by Subject” widget on the welcome page will help you to search for in-person courses about the IRIS system or professional development courses that Employee and Organizational Development offers. A list of the most frequently used subjects are included for this widget, and clicking on each subject name will direct you to a page with the available courses.

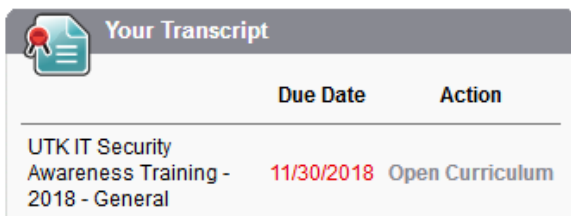
The “Search” field at the top right-hand corner of the welcome page is another helpful resource for searching in K@TE. There are also searching capabilities through “Learner Home” and “Learning Search”, both of which are features found through the “Learning” tab in K@TE.



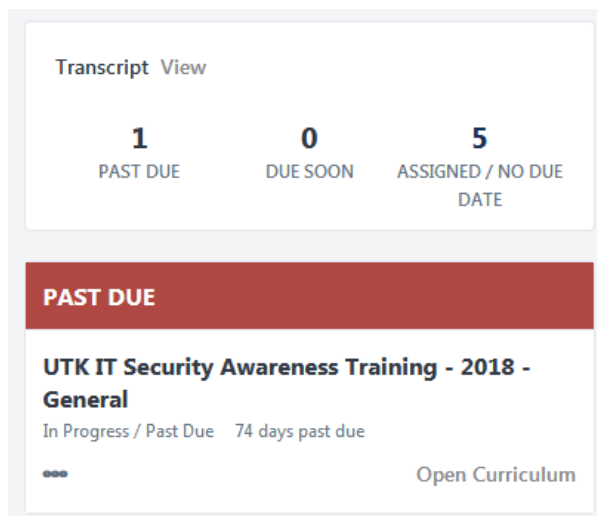
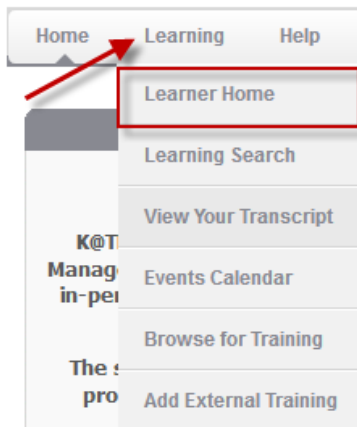
How do I know if I have been assigned a compliance training course in K@TE?

If you are assigned a specific compliance training course in K@TE, that course will automatically appear on your “Active” transcript and your welcome page in K@TE. Compliance training courses often have a due date associated and are assigned through the system to a specific group of UT employees. When compliance training courses are assigned through K@TE, a system-generated email explaining the assignment is also initiated from K@TE.

The “Learner Home” page is another way to determine if you have any pending training courses to complete and that have been assigned to you. You are able to access this page from the “Learning” tab, and “Learner Home” helps ensure compliance training courses are easily recognized through the “Training Side Bar” section at the left-hand side of the “Learner Home” page.



	Due Date	Action
UTK IT Security Awareness Training - 2018 - General	11/30/2018	Open Curriculum



Transcript View

1 PAST DUE	0 DUE SOON	5 ASSIGNED / NO DUE DATE
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PAST DUE

UTK IT Security Awareness Training - 2018 - General
In Progress / Past Due 74 days past due

Open Curriculum