Cayuse Frequently Asked Questions

What's the URL for Cayuse?

http://tennessee.cayuse424.com/

I'm having trouble logging in – what should I do?

- Enter your NET ID ("abc123" – same as UTC ID) and password to log in
- If you've never logged in to Cayuse or TERA PAMS (the predecessor of Cayuse) before, contact the Office or Research and Sponsored Programs (ORSP) at phone extension x4431 or orsp@utc.edu. Your IRIS information may need to be updated in a way that allows you to access Cayuse.
- If you've successfully logged in to TERA PAMS or Cayuse before, try clearing the cookies out of Cayuse. For instructions, go to http://support.cayuse.com/docs/browser-support-configuration/clearing-cookies
- To prevent future log-in problems, log out fully each time you finish a session in Cayuse: Click "log out" on <u>each</u> tab of Cayuse, then close the tab. This should eliminate the need to clear cookies.

After I log in, there are two choices for Research Administration Module – which one do I use?

- Select "Cayuse SP (Sponsored Research)"

What's the other Research Administration Module, "Cayuse 424" used for?

- The ORSP staff use the Cayuse 424 module in some cases to submit proposals to the federal government. We'll take care of handling that for you, so you never need to access 424.

I can't find an organization (such as a sponsor, subcontractor, or cost-sharing organization) in Cayuse – how do I add it?

- Notify ORSP that the organization needs to be added to the database.
- As a temporary measure, type "not listed" in the search box, then select "Sponsor not listed" as a placeholder until the organization is added to the database.

I can't find a UTC person I need to add on the Investigator/Research Team page – what should I do?

- Notify ORSP that the person is not in the database.   The person's IRIS information may need to be updated so he/she is included in the Cayuse database.

What happened to my old awards and proposals from TERA PAMS?

- The proposals and awards in TERA PAMS were transferred to Cayuse. Proposals had to be given new ID numbers, but award numbers are the same as they were in PAMS.