If you have trouble logging in to Cayuse…

1. Make sure you are trying to log in at the correct URL: tennessee.cayuse424.com
   a. You may also navigate to our website – www.utc.edu/orsp - and access the link from our Cayuse page [click the button at the top of the homepage], then use the button on the right to log in

2. If you click on the URL above and can't log in, type the URL address directly into your browser instead of clicking on it.

3. If you are using a bookmark to get to the Cayuse URL and are having difficulty logging in, type the URL address directly into your browser instead of using the bookmark.

4. Make sure you are typing your UTC ID and password correctly.

   a. For example, if your keyboard's caps lock is turned on, it will prevent you from correctly entering a case-sensitive password.

5. If you have logged in to Cayuse before but can't log in later, clear the cookies on your browser.
   a. For instructions for specific browsers (Internet Explorer, Firefox, Chrome, etc.), go to: http://support.cayuse.com/docs/browser-support-configuration/clearing-cookies

6. Check your browser settings to be sure they are optimized for Cayuse.
   a. For instructions tailored to specific browsers (Internet Explorer, Firefox, Chrome, etc.), go to: http://support.cayuse.com/docs/browser-support-configuration

7. Change your UTC ID password, then try logging in to Cayuse again. To change your password, login with your UTC ID and password at: https://password.utc.edu/sspr/private/login

8. Contact the Office of Research and Sponsored Programs for assistance – email orsp@utc.edu or phone the office at extension x4431.
   a. A setting in IRIS may have to be changed before you can log in, especially if you are a new employee or never used TERA PAMS, the predecessor to Cayuse.