Accessing SUPER

**Setting up NetID/Password**

After receiving a NetID the password will have to be set up. To do this go to the directory (https://directory.utk.edu/) and click Password Management. Then click on the NetID/Tmail/Active Director Password link and then First Time Password Setup. During the password set up information such as NetID, University ID and Birthdate will be needed. The set up process is straight forward; simply follow the directions on screen.

As part of the process three questions will be presented. These are challenge questions that will need to be answered in cases where a password is forgotten. When setting these questions be sure to choose answers that are able to be remembered.

Set up Mail Forwarding (TSU)

Email is used for notifications in Annual Planning and Training/Registration In-service. To set up email forwarding, log into the account management Website using your NetID and password. https://ds.utk.edu/uact/login.asp Click on Change Mail Address under Volmail/Office365 Account. Type in the email address you want your mail forwarded to in the Mail Routing box and click Update.
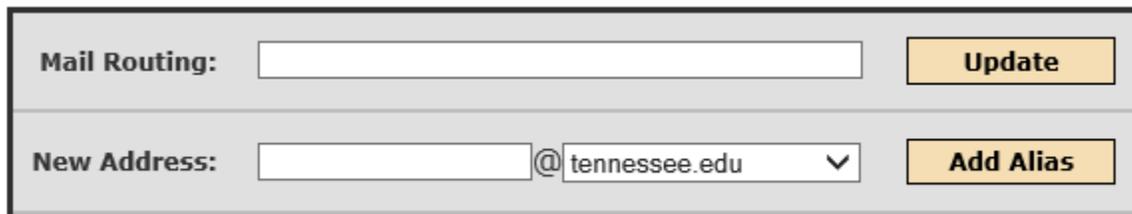
Mail Routing:		Update
New Address:	@ tennessee.edu ⌄	Add Alias

Logging into SUPER

SUPER uses the University's LDAP/Active Directory for user authentication. All users accessing SUPER (UT, TSU and 100% County Paid) need to have a NetID and password. SUPER does not display login error messages from LDAP so it may be difficult to pin point the reason for not being able to log in without attempting to log in to the LDAP. The directory is found at: http://directory.utk.edu. To login click the Login button in the upper left corner of the directory page.

The most common error is forgetting a password. If either the NetID or password were entered incorrectly then an Invalid Credentials message will appear.

Another problem is having a password expire. The university sends out notices to NetID users when the password is about to expire. If the password is not changed in time then the system will lock out the NetID and a password expired message will appear when trying to log in to the LDAP.

If incorrect NetIDs and passwords are entered too many times the LDAP will lock and a timer set for when another attempt can be made to login. A Too many attempts, message received will appear when the number of incorrect NetIDs/passwords are entered.

Once the error message is received, i.e., password expired, too many attempts, etc., the correct action can be taken on the Password Management web site: https://ds.utk.edu/passwords/ On the main page click the NetID/Tmail/Active Director Password link.

Depending on the error message received either the Change Password or the Forgot Your Password links will be the most useful. The region IT staff and the help desk are other resources.

**Trusted Sites (you may not have to do this if you can login)**

If the screen flashes quickly and returns to the login screen after an attempt to login, SUPER will need to be added the trusted sites of Internet Explorer.

To add SUPER to the Trusted Sites: click on Tools > Internet Options. On Internet Options click on the Security tab and then click on Trusted Sites. On Trusted Sites click the Sites button. The SUPER web site, https://super.tennessee.edu should be in the box. Click Add to add it to the main list and then, Done to close that window. You should be back to the Trusted Sites page. Click the box that says Enable Protected Mode and then the Close button. Close and reopen Internet Explorer and try logging in again.
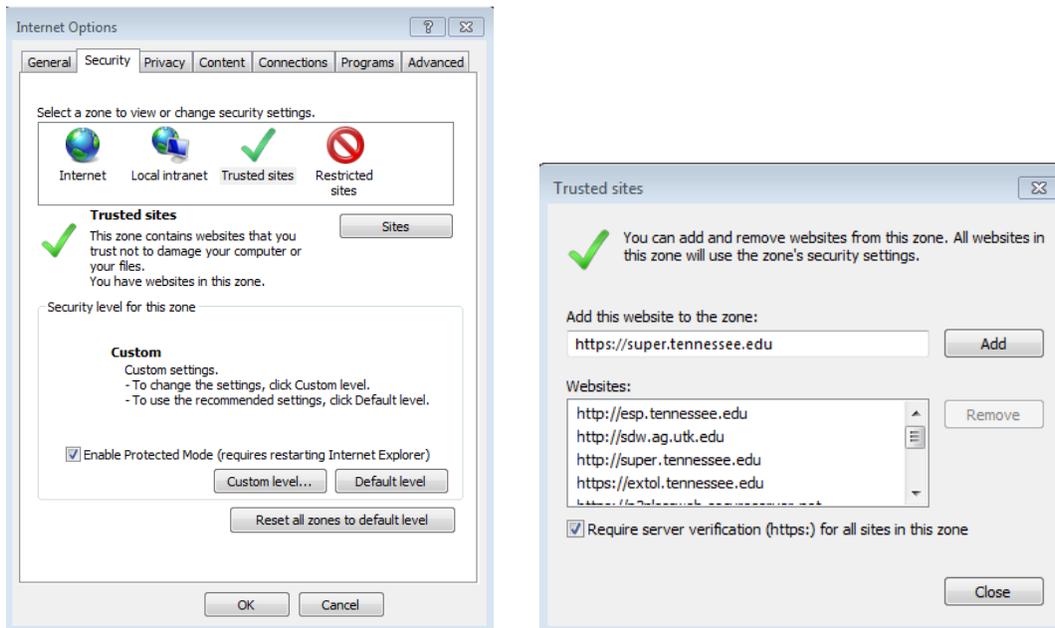
Compatibility View Settings (you may not have to do this if you can login)

If adding SUPER to your Trusted sites does not work then the Compatibility View Settings will need to be set. Click on Tools > Compatibility View Settings to bring up the dialog box. Add tennessee.edu and utk.edu into Websites you've added to Compatibility View. Check the Display intranet sites in Compatibility View box. Click the Close button. Close and reopen Internet Explorer and try logging in again.
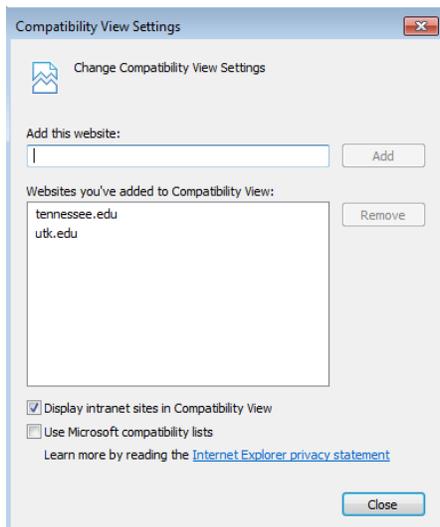
Pop Up Blockers & Toolbars

Several of the pages in SUPER (Enrollment, Training/Registration, etc.) have pop ups where information is entered and saved in the pop up. All pop up blockers must either be set to off or set to allow pop ups for SUPER.

To add SUPER to Internet Explorer pop ups, open super in the browser. Click on the Tools icon. In the pop up window click Privacy. In the Pop-up Blocker section, click the Settings button. The web site address for SUPER should appear in the box: Address of website to allow. Click the Add button to add it to the Allowed sites. Click Close.

Browser Compatibility

SUPER has been tested on a PC with Internet Explorer, Firefox, Safari and Google Chrome. It has also been tested with Safari on the iPad and with an Android smart phone. Currently all the functionality of the system works with each of the browsers. When using the iPad or Android be sure to set it to allow pop ups.