

First Time UT NetID Setup

Open your web browser and go to <http://directory.utk.edu/>

Enter your name and click search

Select your name from the list if there is more than one in the results

NetID is displayed in the top right corner (either write it down or highlight, right-click, copy)

Click Password Management on the left side of the page

Click [NetID/Tmail/Active Directory Password](#)

Click [First Time Password Setup](#)

Enter NetID (or right-click in the box and select paste)

Choose SSN (Last4) from dropdown box

Enter the last 4 of your SSN

Enter your Birth date

Click continue

Enable Password Reset – 3 security questions (**these will be used if the password is forgotten**)

Choose at least 3 questions (1 must come from the primary list)

Enter answers

Click accept

Type in new password (meeting the requirements listed to the right) and verify

Click continue

It should say successful. **If it says anything else, please write down the error and call the helpdesk at 7900**

Click OK

Call the ITS HelpDesk at (731)881-7900 with any questions.

Forwarding Tennessee.edu Email Setup

Open your web browser and go to <http://directory.utk.edu/>

Click Login in upper left corner

Enter NetID and password, click continue

Click Change Mail Address

Enter your UTM email address in the "Route mail to" field; leave the preferred email field blank

Click continue

Verify the email address listed is correct

Click OK

Forgot UT NetID

Open your web browser and go to <http://directory.utk.edu/>

Click Password Management

Click [NetID/Tmail/Active Directory Password](#)

Click [Forgot Your Password](#)

Click [Online Password Reset](#)

Enter NetID

Choose SSN (Last4) from dropdown box

Enter the last 4 of your SSN

Enter your Birth date

Click continue

Answer your security questions

Click continue

Type in a new password (meeting requirements listed to the right) and verify

Click continue

It should say successful. **If it says anything else, please write down the error and call the helpdesk at 7900**

Click OK

Call the ITS HelpDesk at (731)881-7900 with any questions.