Sponsored Accounts

Single

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Purpose
This training material highlights how to request a Sponsored Account (single requests, or 1 - 2 users).

 Audience
This documentation is designed for University faculty/staff that will be requesting a Sponsored Account.
Sponsored Accounts—Sponsor (Single Request)

These instructions are for individuals requesting 1 or 2 Sponsored Accounts. If you need to request 3 or more accounts you will need to follow the instructions for Multiple Account Requests.

To request an account for an individual you will need to fill out the appropriate form at the umTech Help Desk website. Using the correct form will ensure the request is routed to the designated data entry personnel. You will need to fill out a new form for each request.

Before you begin you will want to be sure you have the following information for the person you are requesting the account. The following data is needed for each individual to ensure their account is created correctly:

- Banner ID (or last 4-digits of the SSN)
- A personal email address (not a University of Memphis email)
- First and Last name (middle initial, if possible)
- Date of birth
- Start and end dates for the account (may not exceed one year)

End dates/expiration for accounts:

- Thirty (30) days prior to the expiration of the account the sponsor and the account holder will receive a notice informing them about the expiration.
- If the sponsor would like to renew the account he/she will need to complete the Service Desk form again just as if it was a new request.

Renewals

- If credentials have been established previously with the University, these will continue to work.
- Alternatively, if the user has their Security Questions and Answers established, they can use the password reset functionality to regain access to their account.
- The University of Memphis Service Desk can also assist the user in regaining access to their account. Contact the Service Desk at 901.678.8888.
1. Go to the umTech Help Desk website and login with your UUID and password.

2. Click the Request a Service tile.
3. Select **Account and Password** from the menu to the right from **Request a Service**. Click **Account and Password** to expand to reveal **Sponsored Accounts**.

4. Click **Sponsored Accounts** to reveal menu from **Sponsored Accounts**.
5. Listed below the words Sponsored Accounts and to the right hand of the listed items are areas/departments for Sponsored Accounts. Think about the person this account will be used by and select the appropriate area from either listing. For example, if the account is for a military employee, click on the ROTC link.
6. Provide all requested information in the appropriate fields, paying particular attention to the following:

*Note: You will need to fill in all the areas indicated by orange as they are required process the ticket.*

- **Affiliation:** You must select your affiliation with the University.
- **Sponsored User Information:** This is the account holder’s personal information; the person that will be using the account.
- **Sponsoring User Information:** When the UUID is asked for in this section, this is your UUID (the person who is requesting the account, NOT using it).
- **Additional Information:** This area is to provide your information as the requestor. Some of this is pre-populated by the database, but double check to be sure it is correct. Additional information, urgency and phone number can be entered.
7. After all information is filled in, click **Submit**. The Submit button is located at both the top and the bottom of the service request window.
8. A “request submitted” message will be displayed. You will have the option to stay or leave the page.

At this point:

- Information is sent to the appropriate data entry personnel and within 48 business hours the account will be created.

- For new accounts (not renewals), an email will be sent to the account holder’s personal (non-University of Memphis) email address with an account code and activation information.
Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff, and students. Upon completing the training covered in this course; faculty, staff and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

Call the ITS Service Desk (901-678-8888) on a 24x7 basis (Excluding Some Holidays)

- Call the Service Desk for immediate assistance with login problems or issues with using the Service Desk Request Form.

- If you do not receive a response from via the Service Desk Request Form after 24 hours, email The Center for Teaching and Learning, umtech@memphis.edu (Using this email will automatically generate a help desk ticket). Please provide your Service Desk ticket number for faster assistance.

Important Links

- Explore the umTech Website
- Center for Teaching and Learning (CTL) Website
- Search our Training and Documentation