SafeConnect Access

Mobile Devices

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SafeConnect Access—Mobile Devices

These instructions are for all mobile devices (phones, iPad, etc...).

1. On your device, select the University’s network **uofm** from the list of available wireless networks. Depending on your device, this list will automatically appear, or you will need to go to your device settings.

2. After you are connected to the network, open an internet browser (Safari, Firefox, etc....).
   
   You should now have access to the University wireless network on your mobile device.
   
   *Note: If you cannot access the internet, restart your device and try opening an internet browser again.*

If you encounter a problem, please bring the device to the umTech Service Desk located in Administration Bldg. room 100. **Walk-In Hours:** 8am - 7pm, Monday - Friday.
Locating Help Resources

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.

Email umTech

- Email at umtech@memphis.edu (Using this email will automatically generate a help desk ticket). Please keep 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