# Table of Contents

Table of Contents .................................................................................... 1  
Managing Account Capacity ..................................................................... 3  
Requesting Extra Space ......................................................................... 6  
Requesting Group umDrive Space .............................................................. 9  
Service Desk Request ...........................................................................12  
  Submitting a Ticket ...........................................................................12  
  Call the ITS Service Desk (901-678-8888) on a 24x7 basis .......................12  
Important Links ..................................................................................12
Purpose
This documentation highlights features of umDrive, how to manage account capacity, request extra space, and request a group.

Audience
This documentation is designed for University faculty, students, and employees that will be using umDrive.
umDrive: Account Management

There are three aspects when considering account management and umDrive. This guide will discuss each area.

- Managing your Account Capacity
- Requesting Extra Space
- Requesting Group umDrive Space

Managing Account Capacity

1. To track your current account capacity, find the status bar at the bottom of the page. This will contain your current account information.

The status bar will give you the following information (the information from the example above will be in parentheses):

- Current size in bold (723.1 MB)
- Quota (1000 MB)
- Available Space (277 MB)

NOTE: Users are given a set amount of space when they first login to the system. If you require more space, you can request an increase. For information, see the section on Requesting Extra Space.
2. To increase your available space, sort the **Size** column to see which files/folders use the most memory. To sort, click the top of the column.

Result after clicking **Sort**:

Then choose which files you can delete, if any. Place a check in the box next to their name. Then, click **Delete** in the Menu bar.
3. After deleting content, you must empty the Trash folder to actually increase your available space.

Place a check in the box next to the Trash folder > Right-click > select Empty Trash.
Requesting Extra Space

If your umDrive account has reached its full capacity and you cannot delete any more files, you may request a quota (account space) increase.

1. Go to [https://umhelpdesk.memphis.edu](https://umhelpdesk.memphis.edu) and log in with your UUID and password. Click the Log in button.

2. Select Request Help or Services at the top of the list.
3. To request help with umDrive, choose **Software/Applications**, then select **umDrive**.
4. Select **Request quota increase**.

Fill out the form accordingly and click **Submit**.
Requesting Group umDrive Space

Often campus clients are members of university groups or committees that require a joint umDrive account for their related file management needs. A joint account for this purpose can be requested by following the steps below.

1. Go to the service request website and log in with your UUID and password. Click the Log in button.
1. Select **Request Help or Services** at the top of the list.

2. To request help with UmDrive, choose **Software/Applications**.
3. Then select UmDrive.

4. Select Request a Group UmDrive space.

Complete the requested information and click Submit.
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](#)