ITS-CTL Team

Jessica Bunyard
Instructional Technology Trainer

Hugh Busby
Technical Documentation Specialist

Shundra White
Director, ITS Service Desk

S. Dell Clemons, Ed.D.
Instructional Technology Trainer

Derek Hardaway
Instructional Technology Trainer

Aaron Smith
Instructional Technology Trainer
Mission, Vision, and Values

**Mission**
The mission for the Center for Teaching and Learning is to provide instructional technology training in enterprise software and hardware. The use of this software and hardware supports the University's mission of student success. We venture to empower the University's community through individual consultations and group/department trainings. We also host emerging technology workshops and collaborate on technology issues. We are constantly researching new and evaluating existing technologies with other campus members.

**Vision**
Our vision is to connect the community to teaching, learning, and technology resources. The purpose of these resources is to promote student success through engaged and collaborative learning environments.

**Values**
The Center for Teaching and Learning seeks to provide the community with:
- Technical support that is innovative, responsive, and creative
- Customer focus, problem solving, support, and solutions
- Professional service through trainings, webinars, and events at all times
Enter a Service Desk ticket for Assistance at helpdesk.memphis.edu
Each Tuesday we have an on-demand Chat for assistance

memphis.edu/umtech/teaching

Meet with a Trainer Tuesdays

- Meet with a Technology Trainer online every Tuesday from 8:00 am - 8:00 pm

Chat with us!
About Our Services:

**Email - umMail**
The University of Memphis uses Microsoft’s “cloud-based” email service (Office 365). To access, visit ummail.memphis.edu and use your full email address (UUID@memphis.edu) and password. For instructions on setting up email on your mobile device, visit memphis.edu/umtech/solutions/docs/mobile_devices_email.pdf.

**Account Management - iAM**
Account set-up/initialization and password changes are primary functions within IAM. Selecting preferred email addresses, email forwarding and other account management features can all be done at iam.memphis.edu.

**Printing on Campus - iPrint**
The Responsible Printing Initiative (RPI) is a student government/Information Technology cooperative designed to fairly distribute printing resources, reduce waste and eliminate abuse. Students receive 500 pages per semester to use for the term. Information about where to purchase additional pages, how to print and more can be found at memphis.edu/umtech/solutions/iprint.php.

**Software Anywhere, Anytime - umApps**
Select specialized software is available for use off-campus from a computer that has a reliable internet connection. Software available includes SPSS, Mathematica, SAS and more. Visit umapps.memphis.edu for a complete list.

**Video Conferencing - Zoom**
Zoom video conferencing offers real-time messaging and content sharing. Zoom simplifies video conferencing and messaging across any device. Zoom Meeting syncs with your calendar system and delivers streamlined video conferencing from your desktop and mobile devices. Sign in at memphis.zoom.us using your University credentials.

**Student Portal - myMemphis**
The myMemphis web portal is the University’s single access point to most web-based services and information. Log in at my.memphis.edu using your UUID (first part of your email address) and password. Within the tabs, there is the ability to access online courses (eCampus), financial aid information and fee payments (Account$) and much more.

**Online Course System - eLearn/eCourseware**
Desire2Learn (D2L) Learning Environment is the online course system at the UofM. This system enhances the University’s traditional and online classes. D2L is branded as eCourseware on campus and can be accessed at elearn.memphis.edu. Check with your instructor for questions about specific classes.

**Knowledge Base - AskTom**
AskTom can search our database collection of questions and answers. This collection allows students to search answers to the most popular and frequently asked questions including topics on technology, registration, parking on campus and more. If the question you wish to ask is not listed, use the Ask a Question tab. Most questions are answered within 24 hours. Visit helpdesk.memphis.edu to ask your question.

**Online File Storage - OneDrive**
OneDrive provides a solution for sharing documents with others while working on research, class projects or collaboration. To access OneDrive, visit the UofM Office 365 Webmail site ummail.memphis.edu using your UUID and password. Select OneDrive from the App Launcher and let the collaboration begin! Visit memphis.edu/umtech/solutions/docs/onedrive.pdf for more information on OneDrive.

**Computer Labs**
Computer labs are an integral part to student success at the University of Memphis. The Technology Hub, located in University Center (UC) room 265, is open extended hours for students to use throughout the weekends and evenings. The McWherter Library Learning Commons, located on the first floor, is open during library hours. Other labs have varied hours and can be found at umwa.memphis.edu/trilsearch.

**Wireless Network on Campus**
To get onto the University’s wireless network, you will need to log into the SafeConnect Network Access Control. This system helps in keeping our campus computer network, both wired and wireless, secure. Log in at memphis.edu/umtech/solutions/wireless.php with your UUID and password.

**Software and Hardware Discounts**
UofM students are eligible for discounts on software and hardware. These include products from Microsoft, Adobe, Apple and Dell. Visit memphis.edu/umtech/solutions/software/studentsdiscounts.php for more information.
Teaching and Learning Resources

OneDrive
umApps
umSurvey
umWiki
umBlog