Step #1: How to Set Up Your University of Memphis UUID/Email Account

1. Print these pages first.
2. Go to the University of Memphis web page: https://iam.memphis.edu/initialize/accountCode.jsf.
3. You will need your 20-character account code as given in the instruction email.
4. Be sure to enter your birthdate in this order: Month (MM) - Day (DD) - Year (YYYY).

Your User Name (UUID) and UM email address are given in the instruction email.

You will create 3 security questions. Follow the instructions on the worksheet and write your answers to the security questions on the worksheet.

You will create a password. Follow the rules on the worksheet when you create your password. Write your password on your worksheet.

Take a picture of your worksheet with your phone and put your worksheet in a safe place. Do not tell anyone your password.

Please send an email to iei@memphis.edu using your UM email account after you set up your UUID password. If you have any problems setting up your UUID password, please contact us at iei@memphis.edu.

You can use your UUID and password to log into UM computers. Here are other ways to use them:

- **study.memphis.edu** is where you complete and submit your IEI application and check-in.
- **myMemphis** is where you pay your tuition fees and check your grades (Click the myMemphis link at the bottom of the university web page.)
- **eCourseware** is where you log in to your online class information. (Click the eCourseware link at the bottom of the university web page.)
- **iam.memphis.edu** is where you change your UUID/email password
- **umMail** is where you can access your University of Memphis email account. (Click the umMail link at the bottom of the university web page.)
Instructions for Setting up your Security Questions and Password

Worksheet

Your User Name (UUID) and UM Email address are given in the instruction email

Creating Security Questions

When you begin your My Memphis/email account, you will create 3 security questions that allow you to reset your password if you forget your password or your Universal User ID (User name - UUID).

Question #1

Please select: What is your maternal grandmother’s first name?
Your maternal grandmother is your mother’s mother. The answer to this question is her first name.
For Example: Susan

Answer: _____________________________

Question #2

Please select: What is your paternal grandmother’s first name?
Your paternal grandmother is your father’s mother. The answer to this question is her first name.
For Example: Brenda

Answer: _____________________________

Question #3

Create your own security question. Write a question that is simple and easy to remember.
Examples:

Question: What is the name of your high school? or Question: What is the name of your home country?
Answer: Collierville High School Answer: Japan

Question: ____________________________

Answer: _____________________________

Creating a Password – Requirements

- You cannot select a password you have used before.
- You cannot use your first name, middle name, last name, or UUID
- A password must be between 12-15 characters long.
- The password must contain:
  - Two or more Letters a-z or A-Z
  - Two or more Numbers 0 1 2 3 4 5 6 7 8 9
  - Two or more Special Characters _! $ % ^ * + -

PASSWORD ___________________________
Step #2: Set up Duo Account Security

Follow these steps:

You will need a computer and a mobile phone

1. On your mobile phone, download the Duo App from the App Store or Google Play
2. Open the Duo App and Allow Push Notifications
3. On your computer, go to https://iam.memphis.edu/duo
4. Enter your UUID and password
5. Select Duo Account Security
6. Select Mobile phone (Recommended)
7. Enter your phone number (with country code if your phone number is outside of the USA)
8. Enter your phone type (iPhone, Android, Other)
9. You will see a QRCode
10. Scan the QRCode on your computer screen with your mobile phone
11. In Step #3 on the next page, you will log in to https://study.memphis.edu.
   Then you will see this screen:
12. Choose Send Me a Push.
13. Your phone will signal that you should click Allow.

You will use the Duo security process each time you log in to your University of Memphis online information, the international portal, UofM email, eCourseware, etc.
Step #3: Continue the Application Process

1. Go to study.memphis.edu and continue the application process by
   a. Accepting the cookies and choosing Login
   b. Entering your University of Memphis UUID and your UUID password.
   c. Allowing Duo Mobile Security

2. Students in the Daytime Intensive program should complete all sections of the online application.
   Community Course Students should complete the Community Course Check-In. If you need to stop and return to the application later, click the Save button at the bottom of the page. Your information will be saved in the International Portal. When you are finished, click Submit. You will need to log in to the International Portal for other reasons after you apply so keep your UUID and password in a safe place.

3. Application Fee payment instructions are given in the How to Pay your Application Fee section on the International Portal.

4. After you complete every section and pay your application fee, send an email to iei@memphis.edu to let us know. If you have problems completing the application, please contact us. If needed, we can schedule a Zoom meeting with you to help you through the application process.