

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).

iAM
IDENTITY MANAGEMENT

THE UNIVERSITY OF
MEMPHIS

Initialize Your Account

Welcome to the University of Memphis! If you are a new user, you may set up your initial password using an Account Code.

If you need assistance, contact the University of Memphis Helpdesk at (901) 678-8888.

Please begin the verification process by entering your 20 character Account Code and birth date.

Account Code:

Birthday (MM/DD/YYYY)

Continue

By using this service to initialize your account, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy ([UM1535](#))

1. Your **User Name (UUID)** and **UM email address** are given in the instruction email.
2. You will create 3 security questions. Follow the instructions on the worksheet and write your answers to the security questions on the worksheet.
3. You will create a password. Follow the rules on the worksheet when you create your password. Write your password on your worksheet.
4. 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:

- [myMemphis](#) is where you pay your tuition fees and check your grades (Click the myMemphis link at the bottom of the university web page.)
- [Canvas](#) is where you log in to your online class information. (Click the Canvas 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 **_ ! \$ % ^ * + -**

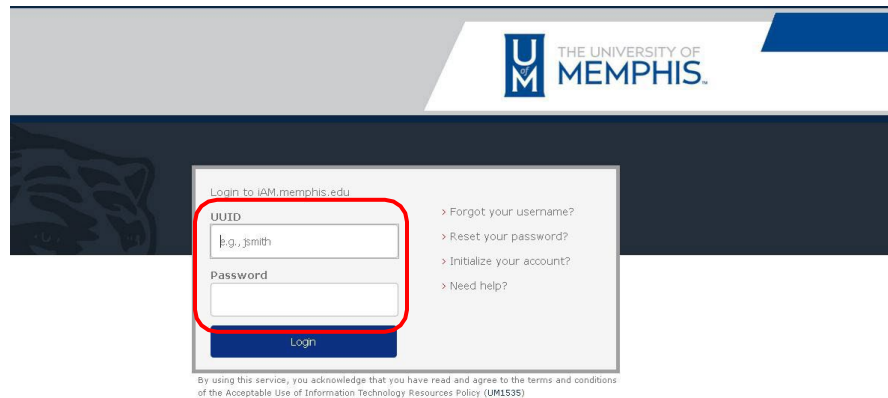
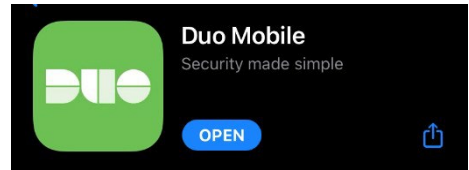
PASSWORD _____

Step #2: Set up Duo Account Security

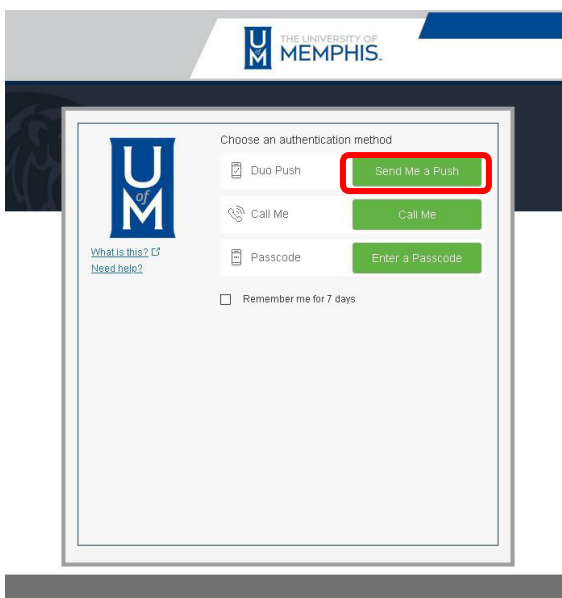
Follow these steps:

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>



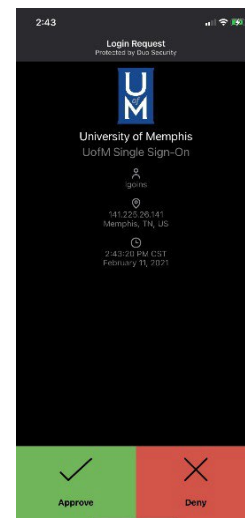
4. Enter your **UUID** and **password**
5. Select **Duo Account Security**
6. Select **Mobile phone** (Recommended)
7. Enter your **phone number** (with country code if your phone number is outside of the USA)
8. Enter your **phone type** (iPhone, Android, Other)
9. You will see a **QRCode**
10. Scan the QRCode on your computer screen with your mobile phone
11. In Step #3 you will log in to [MyMemphis Account](#). Then you will see this screen:



- 12.
- 13.

Choose **Send Me a Push**.

Your phone will signal that you should click **Allow**.



You will use the Duo security process each time you log in³ to your University of Memphis online information, the Blue Tiger portal, UofM email, Canvas, etc.

Please Note:

- After you complete every section of your application 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 by email at iei@memphis.edu. If needed, we can **schedule a Zoom meeting** with you to help you through the application process.