Sponsored Accounts

Single
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Purpose
This training material highlights how to request a Sponsored Account (single requests, or 1 - 2 users).

Audience
This documentation is designed for University faculty/staff that will be requesting a Sponsored Account.
Sponsored Accounts—Sponsor (Single Request)

These instructions are for individuals requesting 1 or 2 Sponsored Accounts. If you need to request 3 or more accounts you will need to follow the instructions for Multiple Account Requests.

To request an account for an individual you will need to fill out the appropriate form umTech Help Desk website. Using the correct form will ensure the request is routed to the designated data entry personnel. You will need to fill out a new form for each request.

Before you begin you will want to be sure you have the following information for the person you are requesting the account. The following data is needed for each individual to ensure their account is created correctly:

- Banner ID (or last 4-digits of the SSN)
- A personal email address (not a University of Memphis email)
- First and Last name (middle initial, if possible)
- Date of birth
- Start and end dates for the account (may not exceed one year)

End dates/expiration for accounts:

- Thirty (30) days prior to the expiration of the account the sponsor and the account holder will receive a notice informing them about the expiration.
- If the sponsor would like to renew the account he/she will need to complete the Service Desk form again just as if it was a new request.

Renewals

- If credentials have been established previously with the University, these will continue to work.
- Alternatively, if the user has their Security Questions and Answers established, they can use the password reset functionality to regain access to their account.
- The University of Memphis Service Desk can also assist the user in regaining access to their account. Contact the Service Desk at 901.678.8888.
1. Go to the umTech Help Desk website and login with your UUID and password. Authenticate with DUO.

2. Click the Accounts and Access tile.
3. Select **Request Sponsored Accounts** from the tiles to expand to reveal **Sponsored Accounts**.

4. Below **Request Sponsored Account** is a list of the different types of accounts with a description of each. To the right hand of the listed items are forms for each of the different **Sponsored Accounts**.
5. Click from the list of Sponsored Accounts. In this example, we will click on Auditor.
6. Provide all requested information in the appropriate fields, paying particular attention to the following:

*Note: You will need to fill in all the areas indicated by asterisk (*) as they are required process the ticket.*

- **Sponsored User Information:** This is the account holder’s personal information; the person that will be using the account.
- **Sponsoring User Information:** When the UUID is asked for in this section, this is your UUID (the person who is requesting the account, NOT using it).
- **Additional Information:** This area is to provide your information as the requestor. Some of this is pre-populated by the database, but double check to be sure it is correct. Additional information, urgency and phone number can be entered.
7. After all information is filled in, click Submit. The Submit button is located at the bottom of the service request window.

8. A “request submitted” message will be displayed. You will have the option to stay or Go to Home Page.

At this point:

- Information is sent to the appropriate data entry personnel and within 48 business hours the account will be created.

**Note:** For new accounts (not renewals), an email will be sent to the account holder’s personal (non-University of Memphis) email address with an account code.
Locating Help Resources

umTech offers support to faculty, staff, and students. Upon completing the training covered in this course, faculty, staff, and students can 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.

ITS Service Desk Hours

- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 p.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email umTech, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- Explore the umTech Website
- Search Our Solutions Page