Introduction to the myMemphis Portal

The Fundamentals

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# Table of Contents

Table of Contents ................................................................. 1
The myMemphis Portal .............................................................. 3
Logging in to the myMemphis Portal................................................ 4
Pages and Portlets ...................................................................... 5
Student Page ............................................................................. 6
Pages ......................................................................................... 9
Portlets ....................................................................................... 10
Creating a Private Page ................................................................ 12
Adding Customized Portlets to Private Page in myMemphis Portal ........ 14
Page Customization ................................................................... 17
Preview ...................................................................................... 19
Editing Portlets ......................................................................... 20
umMail ....................................................................................... 21
iAM .......................................................................................... 21
Help .......................................................................................... 21
Logging Out of the System ................................................................ 22
Service Desk Request ................................................................... 23
  Submitting a Ticket ................................................................... 23
  Call the ITS Service Desk (901-678-8888) on a 24x7 basis .................. 23
Important Links .......................................................................... 23
Purpose
This documentation highlights features of myMemphis Portal, such as how to log in, create private pages, and navigate throughout the portal.

Audience
This documentation is designed for University students, faculty and employees that will be using myMemphis Portal.
What is the myMemphis Portal?

The myMemphis Portal

myMemphis is the University’s initiative to integrate administrative and educational functions, campus-wide.

The myMemphis Portal is an online tool that allows users to access many University services from one location. In addition, the portal offers personalized content and individual customization.

This is a link to the official myMemphis Portal web site. Users may access the portal anytime, from any computer, with an Internet connection and an updated supported browser.
Logging in to the myMemphis Portal

To access the portal, use your University of Memphis Universal User Identification (UUID) and password. The UUID and password required to enter the myMemphis Portal are the same as those used to login to your University e-mail and other University computer resources.

**NOTE:** The myMemphis Portal has a time-out of one hour. After one hour of inactivity, the myMemphis Portal will log you out. This is a security feature.

1. Go to: [my.memphis.edu](http://my.memphis.edu) and enter your UUID and password. **Note:** Your **Username** will be the first part of your UofM email address and your **Password** will be the same as the log in for myMemphis. If you have DUO configured, you will need to authenticate with DUO.

2. Click **Login**. The myMemphis Portal **Home** page will display. **Note:** The myMemphis Portal UUID and password are case sensitive. If you have trouble, visit the [self-service portal](http://my.memphis.edu).
Pages and Portlets

On the Homepage, you will see a series of Pages directly under the toolbar. Pages are generated based on the roles you hold at the University. For example; if you are a faculty member, you should have a Faculty Page, if you are an employee of the University, you have an Employee Page, students have a Student Page, etc.

Unlike the old version of the myMemphis portal, our current portal does not allow customization of pages.
**Student Page**

For Students, your profile has been moved to a new section called Student Pages. From here you can quickly access Your Profile, Enrollment, Degree, Finances and Veterans page.

The new Student page has three sections. The top section is information to the student about their U-Number and their username.
Below that are two columns. The left column is designed to support Registration and Records services. This column will display the student’s assigned advisor, if it is assigned in Banner, or display as unassigned. This section will also display registration holds.

The right column is an interactive column designed to support Fees, Financial Aid, and Scholarship. The Show my Account Balance button is a toggle button that will show/hide a refund, amount due, or zero balance. The default is to hide the balance on page load. Selecting an academic year from the drop-down field will present financial aid requirements, holds, awards and scholarship details. Missing requirements and hold have a red flag icon indicator. Completed requirements and holds have a green checkmark indicator icon. The information icon is a toggle button that can be selected to show/hide information for that item.
When you click the Student Page the Profile page will be the first page to load. This profile page will provide them with direct links to their academic records and information all on one page. They will see links to Curriculum and Courses, Prior Education and Training, Academic Transcript, Registration, Student Schedule, Financial Aid, Work Study, as well as Overall Hours and GPA.
Pages

Below are all of the roles and their respective pages delivered within the myMemphis Portal.

Upon entering the myMemphis Portal, if you discover that you are missing Pages, contact the umTech Service Desk at 678-8888 or enter a ticket.

Remember, Pages displayed are based on roles, so not all Pages will appear for everyone.

All Roles: Home; UofM Online
Advisor: Advising*
Employee: Employee; Finance; Workflow
Faculty: Faculty
Veterans: Students; Veterans
Former Employee: Former Employee
Former Student: Former Student
Prospective Student: Student; Account$, My Profile
Student: Student; Account$; MyDegree
Other manually-assigned roles: Specialized pages as needed and assigned

*only visible if the user has Advisor role but NOT Faculty role
Portlets

Each Page is comprised of a series of “portlets.” **Portlets** contain information and often feature links to additional content. Each of the pages contain a predetermined set of portlets appropriate to the role identified with that Page.

Below are all of the default Portlets for each Page.

**Account$:** Common Cents Student Giving; Fall 2020 Fees Information; Fastest Way to Get Information About Your Account; Financial Aid Office; Financial Aid Awards; Financial Aid Requirements; Financial Bookmarks; On-Campus Student Employment; Scholarship Office; Tuition and Fees; University & Student Business Services

**Faculty:** Access your Courses; Banner Admin Pages; Banner Self Service; Contact the Service Desk; Course Roster & Drop/Add Activity; CVs and Profiles; Faculty Dashboard; Faculty Schedule; Grade Changes; Navigate; Performance Appraisals and Evaluations; Research Support; Resources & Advising; SETE Administration, Monitoring & Reports; SETE Course Evaluations; SIRS/SETE Reports; UMdegree; UofM Online Faculty Resources

**Advising:** Advisor Dashboard; Advising Forms; Banner Admin Pages; Banner Self Service; Course Catalog/Schedule; My Banner; Navigate; Online Academic Curriculum Changes; TrueBlue Life; UMdegree

**UofM Online:** Access Your Courses; iAM; Library Links; Library Quick Search; LinkedIn Learning; Online Tools; umBlog; umSurvey; umWiki

**Employee:** Application Administrative Access; Banner e-Print; Banner Admin Pages; Banner Reference Information; Campus Work Requests; Compensation Notifications; eContracts and EPAFs; Educational Benefits Program; Electronic Forms; Employment Details; Employment Verifications; Employee Work Verification; Faculty and Staff Giving Program; FERPA; Lambuth Campus: Faculty/Staff Info; Jump Forward for Athletics; LinkedIn Learning; New Employee Post-Orientaion Tasks; Nursing Clinical Data; Performance Appraisals and Evaluations; Personal Information; Reports; Power BI; Research Support; Safety Information; TigerPark; Time Approval; Time Leave Reporting; Training Opportunities; Telecommunications Report; TrueBlue Life; workForum; University & Student Business Services; UMdegree

**Finance:** Approval Alerts; Banner Admin Pages; Banner e-Print; Banner Reference Information; Banner Self Service; ePrint Test (Banner Test Repositories); Financial Advisor; My Banner; Reqs & POs; Tigerbuy

**Former Student:** Academic Advising and Planning; Banner Self Service; Bursar - Fee Payment; TranscriptsPlus
Former Employee: Employment Details; Personal Information; Separation and Clearance Information

Home: myMemphis Announcements; Ride Share; Search the UofM; Welcome!

My Profile: Academic Transcript; Curriculum and Courses; Financial Aid and work study; GPA Registration Notices and Holds; Look up Classes; Prior Education and Testing, Registration; Standing; Overall Hours; Student Schedule; umDegree; View Application to Graduate; View Grades; Week at a Glance.

Student: Academic Advising and Planning; Academic Integrity; Access Your Courses; ALEKS Testing; Banner Self Service; Buy Your Books; Contacting the Registrar’s Office; Contact the Service Desk; Counseling Center Paperwork; Electronic Forms; Fall 2020 Fee’s Information; Fastest Way to Get Help; GA Appointments; LinkedIn Learning; Message from the Registrar; National Student Clearinghouse; Navigate; Nursing Clinical Data; Online Student Orientation; Personal Information; Registration Tools; Residence Life; Senior Class Gift; SETE Course Evaluations; SETE/SIRS Reports; Student Application Access; Student Grades; Student Profile; Student Athlete Portal; TigerPark; Transcripts Plus; Unofficial Student Grades; YOU@Memphis

MyDegree: Commencement and Graduation; My Future; umDegree

ITS: Campus Work Requests; Change Management; eCourseware Management; IT Suggestion Box; IT Utilities; LP5 TA Management.

Workflow: Alerts; My Processes; Worklist

SRI: Enrollment Data; Faculty Staff Data; Planning Tools; SRI Resources

Veterans: Credit for Prior Education/Training; eBenefits; Grants & Scholarships; News & Notices; Registration & Enrollment Tips; Support; VA Certification & Deferment; VA Educational Benefits

* Due to the evolutionary nature of the myMemphis Portal, these defaults may be altered in the future.
Creating a Private Page

1. To manage Private Page, go to the Home word located at the top left of the toolbar with the words “Go to” beside it. By default, you will automatically have a private page titled Home.

2. Expand the drop-down menu and select My Private Pages to begin the process of creating a new private page.

3. The Private Page will be named Welcome. You can choose a new name and type it in the Name (Required) field. You are only allowed one page for customization.
4. Located on the far left, the tools that will allow you to customize the way your Private Page. From here, you can select a name for your customized Private Page.

![Customization Tools]

5. **Add** - When you open the + (add content) button, you will see the following window.

![Add Content Window]
Adding Customized Portlets to Private Page in myMemphis Portal

1. To add Content, Choose Add New from the drop-down menu. This will allow you to add several items of content, such as a Bookmark entry, Basic Document, Web content Article, File, Photo, Video or Online Training.

2. Once you have created a Private Page, you can begin to add portlets to it. Choose from the following Groups of portlets to add application content to your personal page. Tile choices are Highlighted, Administration, Banner, Collaboration, Community, Content Management, Framed Content, News, Social, Tools, Undefined and Workflow.
3. Each tile can be expanded to reveal what content can be added to your personal page by clicking and dragging the tile onto your personalized page.

![Content Management](image)

Tiles have two looks to them. Solid squares can only be added to your page once. Four small squares mean that they can be added several times.

4. Once added, your Portlets will appear on your personal page.
5. To rearrange the Portlets on the Private Page, hover over the Portlet and the mouse icon will change to a Move Tool. At this point, you can move the Portlet around and configure the placement of the Portlet on the Private Page.

Note: You can move the Portlets around to reorganize them as they are expanded, or arrange them when they are collapsed.
1. Page will allow you to define a specific look and feel for this Page by allowing you to choose between the different available themes. When adding a page, you will be required to name the page. A) Type the name of the page in the blank field. B) if you do not want the page to appear in your navigation menu, check here.

2. Choose a layout you want for your private page by selecting the radial button beside the custom layout choices.
3. There are a few other choices to make about your page design. Select the radial button beside the choice you would like to use.

- Panel
  Create a page with predefined applications and...
- Embedded
  Show content from another website.
- Link to URL
  Link to another website.
- Link to a Page of This Site
  Link to another page in the current site.
- Copy of a Page of This Site

4. Once you have made the choices for your personal page, scroll to the bottom of the side bar and click Add Page.
Preview will determine the column layout of your Private Page. Choose from the various options available for preview in different formats.
**Editing Portlets**

Beside each portlet on your customized page, you will see a gear symbol, which you will choose to edit the settings of a portlet.

**Portlet Editing Tools:**

1. Options - allows you to customize the look and feel of Portlets
2. Configuration - allows you to customize the permissions of Portlets
3. Import /Export - Export the selected data to the given LAR file name
4. Maximize - makes the Portlet fill the entire Page space
5. Minimize - minimizes Portlet
6. Remove - deletes a Portlet
umMail

The umMail icon will take you directly to the University’s webmail. You will sign on with your University’s email address and the associated password.

iAM

iAM - The iAM web service provides users the ability to self-service several account functions. These functions include password reset, email routing, and preferred email address selection.

Help

Help - Is a direct link to full documentation for myMemphis.
Logging Out of the System

1. To log out, click on the **Logout** icon

2. Next, select **myMemphis (only) Logout**.

3. Once you have logged out, it is recommended that you choose **File**, then **Quit**, to shut down your browser.
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