Introduction to the myMemphis Portal

The Fundamentals

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11/9/2018

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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 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.

2. Click Login. The myMemphis Portal Home page will display. Note: The myMemphis Portal UUID and password are case sensitive. If you have trouble, or visit the self-service portal.
### Pages and Portlets

#### Table of Terminology Changes

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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 portal, version 5.2.2 does not allow customization of pages.
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$
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$:**
Campus Card, Bursar and Tiger Xpress; Common Cents Student Giving; Financial Aid Office; Financial Aid Awards; Financial Aid Requirements; Financial Bookmarks; On-Campus Student Employment; Scholarship Office; Tuition and Fees

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

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

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

**Employee:**
Application Administrative Access; Banner e-Print; Banner Admin Pages; Banner INB; Banner Reference Information; Campus Card, Bursar and TigerXpress; Campus Work Requests; Compensation Notifications; eContracts and EPAFs; Educational Benefits Program; Electronic Forms; Employment Details; Employment Information Update; Employment Verifications; Faculty and Staff Giving Program; FERPA; Personal Information; Lambuth Campus: Faculty/Staff Info; Nursing Clinical Data; Performance Appraisals and Evaluations; Reports; Research Support; Safety Information; TigerPark; Time Approval; Time Leave Reporting; Training Opportunities; Telecommunications Report; True Blue Life; workForum; UMdegree

**Finance:**
Approval Alerts; Banner Admin Pages; Banner e-Print; Banner INB; 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! (Global)

Student: Academic Advising and Planning; Academic Integrity; Access Your Courses; ACS Student Athlete Portal; ALEKS Math Placement; Banner Self Service; Contact the Service Desk; Electronic Forms; GA Appointments; National Student Clearinghouse; Nursing Clinical Data; Online Student Orientation; Personal Information; Registration Tools; Residence Life and Dining Services; Senior Class Gift; SETE Course Evaluations; SETE/SIRS Reports; Student Application Access; Student Grades; Student Profile; SSC Student Campus; TigerPark; Transcripts Plus; Unofficial Student Grades; YOU@Memphis

MyDegree: Commencement and Graduation; DegreeCompass; My Future; umDegree

ITS: Campus Work Requests; eCourseware Management; Gartner; IT Suggestion Box IT Utilities; LP5 TA Management; Open IT Impact Reports

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.
Private Page

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

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 right, Details will allow you to customize the way your Private Page will look. From here, you can select a name for your Private Page, an HTML title, create a friendly HTML, or the Page Type (portlet, panel, or embedded). You can set permissions for the page, choose the Page language, delete or copy portlets from another Private Page.

5. Look and Feel will allow you to define a specific look and feel for this Page by allowing you to choose between the different available themes.
6. **Page** will determine the column layout of your Private Page. Choose from the various choices available.

Once you have finished selecting the overall look and feel of your customized Private Page, select **Save** to retain all of your choices.

Once you have created a Private Page, you can begin to add portlets to it.
Page Customization

1. **Page** will determine the column layout of your Private Page. Choose from the various choices available.

Once you have finished selecting the overall look and feel of your customized Private Page, select **Save** to retain all of your choices.

Once you have created a Private Page, you can begin to add portlets to it.
Adding Portlets

1. To customize your Private Page go to the Home icon located at the top right of the Page beside the words “Go to”.

2. Expand the drop-down menu and select My Private Pages to begin the process of adding portlets.

3. Edit Controls is required to be turned on to edit Private Pages. To turn this feature on select the check box beside Edit Controls.
4. When Edit Controls are activated, the editing buttons will appear on the Portlet title bar.

Portlet Editing Tools:

1. Options - allows you to customize the look and feel of Portlets
2. Minimize - minimizes Portlet
3. Maximize - makes the Portlet fill the entire Page space
4. Remove - deletes a Portlet
5. Expand portlet/collapse PortletTo manage and customize your Private Page, select Manage and then Page to manage and edit your Private Page.

6. Next select the Page you want to customize then select Look and Feel.

7. When you select Look and Feel be sure to choose University of Memphis Bootstrap Theme this will define a specific look and feel for the Page that will match the theme of the Home Page. Now you are ready to customize your Private Page by adding portlets.
Customizing Your Private Page

Once you have created a Private Page, you can now begin to customize it. To customize your Private Page, select Add to add content such as web content, documents and media display, custom navigation, and portlets on your Private Page.

Adding Portlets to Your Page

1. Go to your Private Page and select Add from the upper left-hand menu. Select More to reveal the portlets available for customization of your Private Page.

2. When More is selected you will see a category list of available portlets:
3. To reveal more portlets, click to the left side of the portlet category list.

4. To add a portlet to your Private Page, either double click or click and drag it to place it on the Private Page. To close the Portlet list, click on the red X located in the upper, right-hand corner.
5. To rearrange the Portlets on the Private Page, hover over the blue bar at the top of 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.

![Portlets on Private Page]

Note: You can move the Portlets around to reorganize them as they are expanded, or arrange them when they are collapsed.
Adding Customized Portlets to Private Page in the myMemphis Portal

1. Navigate to your Private Page. Select Add in the main navigational menu then select Web Content Display.

2. A Web Content Display Window will appear very faded on your private page.

3. Select the wrench from the Web Content Display Portlet.
4. Select **Configuration** from the pop up menu.

5. Once the **Configuration** window has opened, select the **Scope** tab.
6. With the Scope tab selected, choose Global from the Scope dropdown menu and, click Save.

7. Next, click on the Setup tab and search for the web content by name. Scroll through the various choices then Click on the desired Web Content, click Save, and finally, the red X in the upper right hand corner of window to close the screen. Content for the portlet you have chosen should be displayed on your private page.
8. To change the name of your Portlet click on the wrench icon, then select **Look and Feel**. You can change the name of the Portlet in the **Portlet Title** Space. Once you have done so, click **Save** and your Portlet will be named.
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.
Logging Out of the System

1. To log out, click on the Logout icon, then select myMemphis (only) Logout.

   **myMemphis Logout**

   The myMemphis portal allows you to access many services without having to re-enter your password.

   To ensure all sessions are ended, please close your browser to log out.

   ![myMemphis Logout](image)

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

   ![Browser Close](image)

   You must close your browser to log out.

   - Forgot your username?
   - Reset your password?
   - Initialize your account?
   - Need help?

   If you have reached this page in error, contact the ITS Service Desk at 901-678-8888.
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