Setting Alternate Email for Disaster Recovery

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1. Go to the myMemphis portal and login with your UUID and password. Authenticate with DUO.

2. Select the Faculty and Staff Profile option.
3. On the **Sidebar Menu**, in the far-left column, find the *Employee* link.

4. Next, On the **Sidebar Menu**, in the far-left column, find the *My Information* link.
5. From this screen look for the **Disaster Recovery** section. Click on the pencil to edit or enter the Disaster recovery address.

![Image of Disaster Recovery section]

6. A) Enter the email you wish to use. This needs to be a personal email such as Hotmail, Gmail, Apple Mail, etc., not your UofM email. B) Enter any comments you wish to make, then C) Click **Update**.

*Note: Use this same process to edit or delete a disaster recovery email.*

![Image of Edit Email dialog]

7. Your Disaster Recovery Email will be listed under the **Disaster Recovery** section.

![Image of Disaster Recovery section with email listed]
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.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

**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](#)