Setting Alternate Email for Disaster Recovery

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Setting Alternate Email for Disaster Recovery

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

2. Click on the Employee tab.
3. On the **Employee** tab, in the far-left column, find the **Personal Information** channel. (You may have to scroll down on your screen to see this channel.)

Click on the **Update Email Addresses** link. The **Update Email Addresses** screen will appear. **Note:** This will open a secondary browser window.

For the next steps you will need to have a non-memphis.edu email address created. This email will be one that you would check at Gmail, Yahoo, Hotmail, your cable provider, or any number of other possibilities. As long as it is not provided through the University it will be okay to use.
4. Using the dropdown next to Type of E-mail to Insert, select **Disaster Recovery**. Click Submit.

5. In the Email field, enter your non-memphis.edu email address. Click Submit.
Editing/Deleting an Email Address

1. On the Employee tab, go to the Personal Information channel > Update Email Addresses
2. Click on the email address that you need to edit/delete. The Update/Insert screen will appear. Note: This will open a secondary browser window.

3. Edit the address as you need or, if you need to delete it, place a check in the box next to Delete this address.

4. Click Submit.
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)

- **The ITS Service Desk hours will be as follows:**
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm
- 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](mailto:umtech@memphis.edu) (using this email will automatically generate a help desk ticket).

Important Links

- [Explore the umTech Website](#)
- [Search Our Solutions Page](#)