

Setting Alternate Email for Disaster Recovery

umTech

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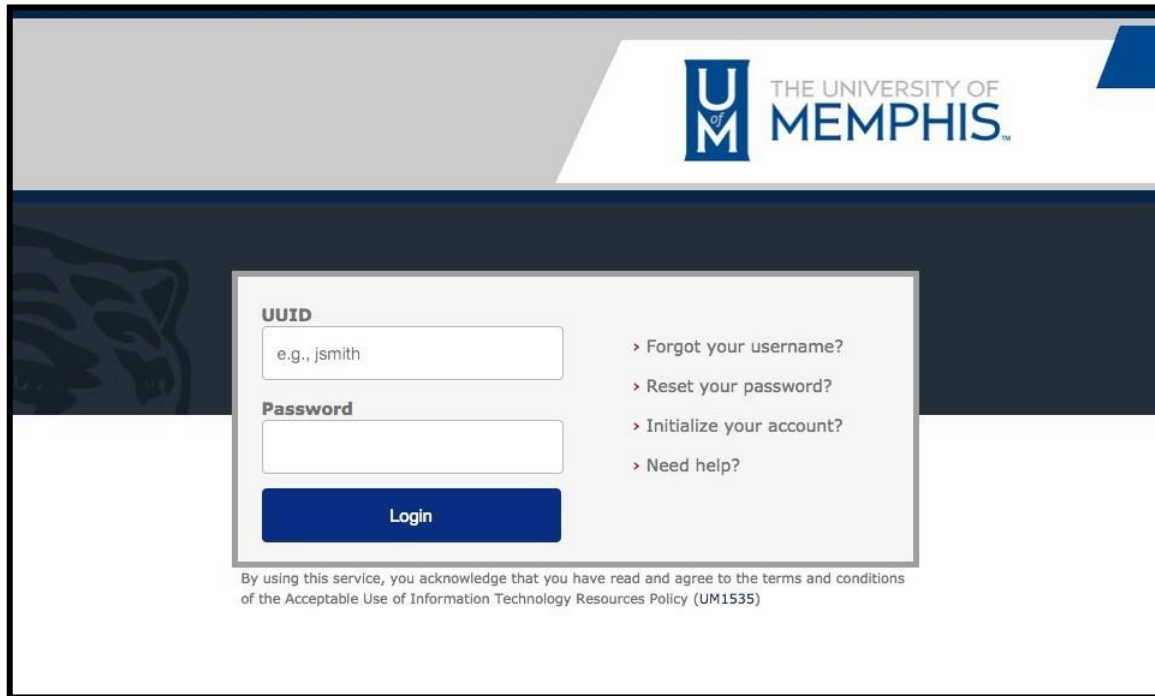
Phone: 901.678.8888

Email: umtech@memphis.edu

[umTech Website](#)

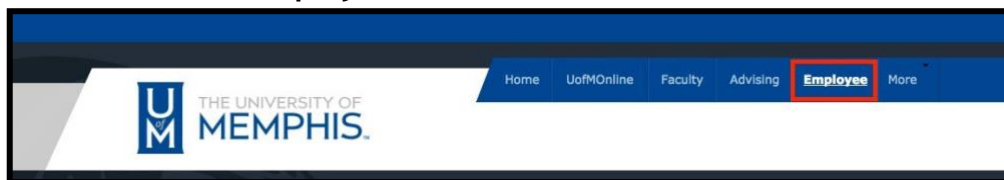
Setting Alternate Email for Disaster Recovery

1. Go to the [myMemphis portal](#) and login with your UUID and password.



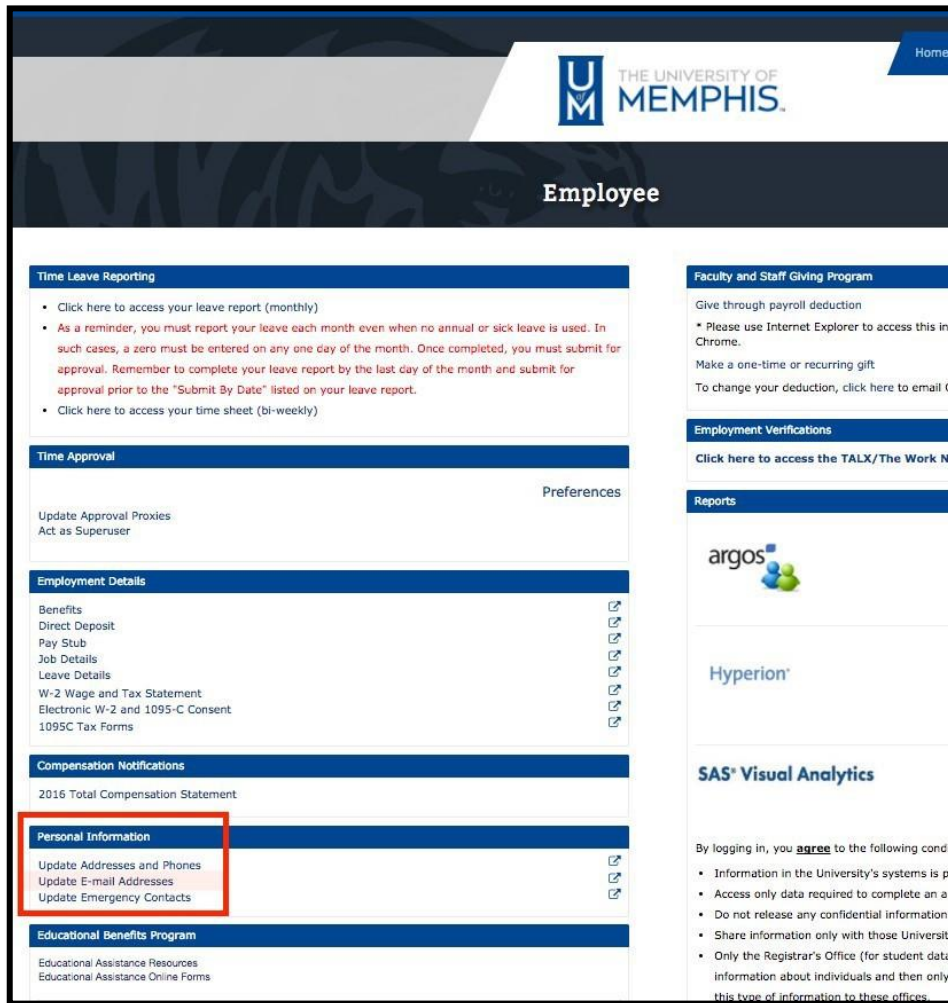
The screenshot shows the myMemphis login interface. At the top right is the University of Memphis logo. The main content area contains a login form with two input fields: 'UUID' (with the example 'e.g., jsmith') and 'Password'. To the right of the form are four links: '> Forgot your username?', '> Reset your password?', '> Initialize your account?', and '> Need help?'. Below the form is a blue 'Login' button. At the bottom of the form area, there is a disclaimer: 'By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UM1535)'.

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.*



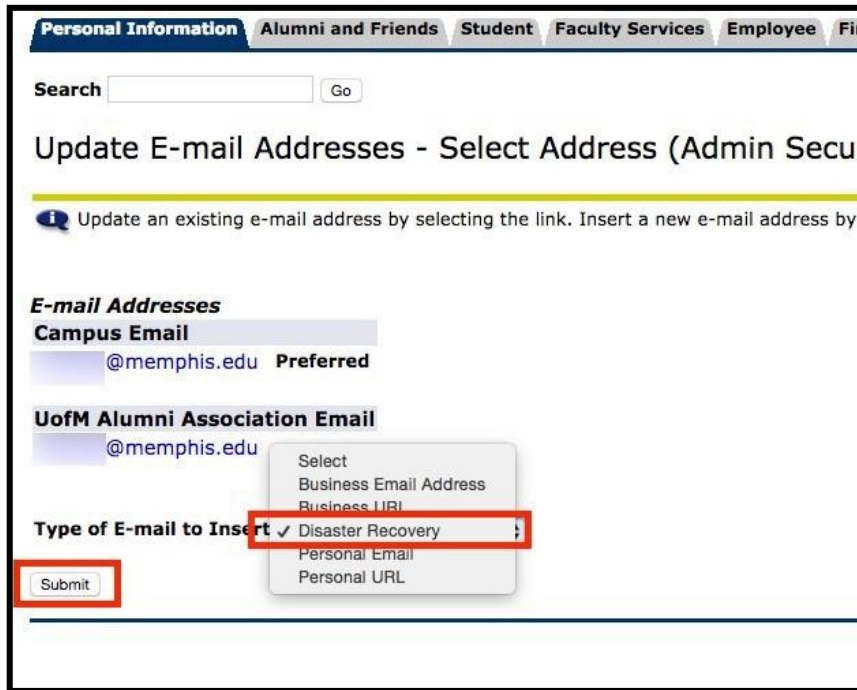
The screenshot displays the 'Employee' section of the University of Memphis portal. The 'Personal Information' section is highlighted with a red box and contains the following links:

- Update Addresses and Phones
- Update E-mail Addresses
- Update Emergency Contacts

Other sections visible include Time Leave Reporting, Time Approval, Employment Details, Compensation Notifications, Faculty and Staff Giving Program, Employment Verifications, Reports, and Educational Benefits Program.

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.

- Using the dropdown next to *Type of E-mail to Insert*, select **Disaster Recovery**. Click **Submit**.



Personal Information Alumni and Friends Student Faculty Services Employee Fi

Search Go

Update E-mail Addresses - Select Address (Admin Secu

Update an existing e-mail address by selecting the link. Insert a new e-mail address by

E-mail Addresses

Campus Email

@memphis.edu Preferred

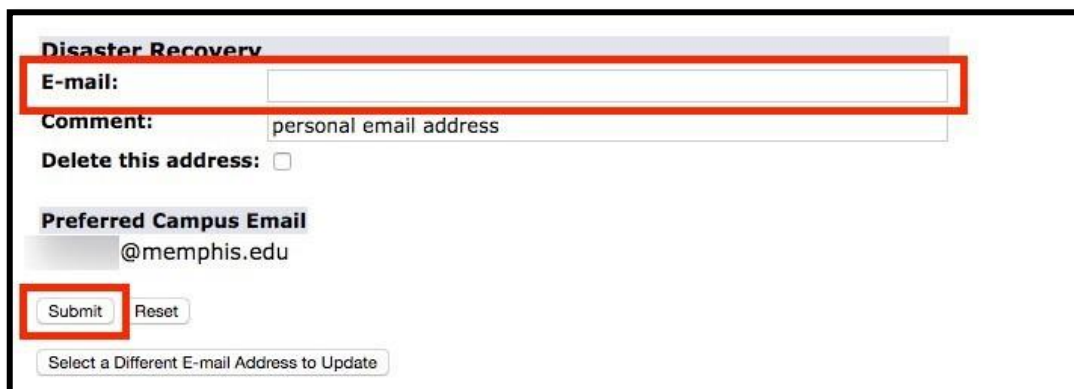
UofM Alumni Association Email

@memphis.edu

Type of E-mail to Insert Disaster Recovery

Submit

- In the **Email** field, enter your non-memphis.edu email address. Click **Submit**.



Disaster Recovery

E-mail:

Comment: personal email address

Delete this address:

Preferred Campus Email

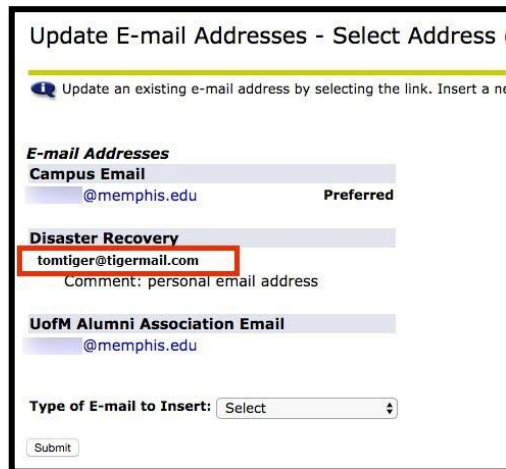
@memphis.edu

Submit Reset

Select a Different E-mail Address to Update

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.*



Update E-mail Addresses - Select Address

Update an existing e-mail address by selecting the link. Insert a new e-mail address by clicking the link.

E-mail Addresses

Campus Email
tiger@memphis.edu Preferred

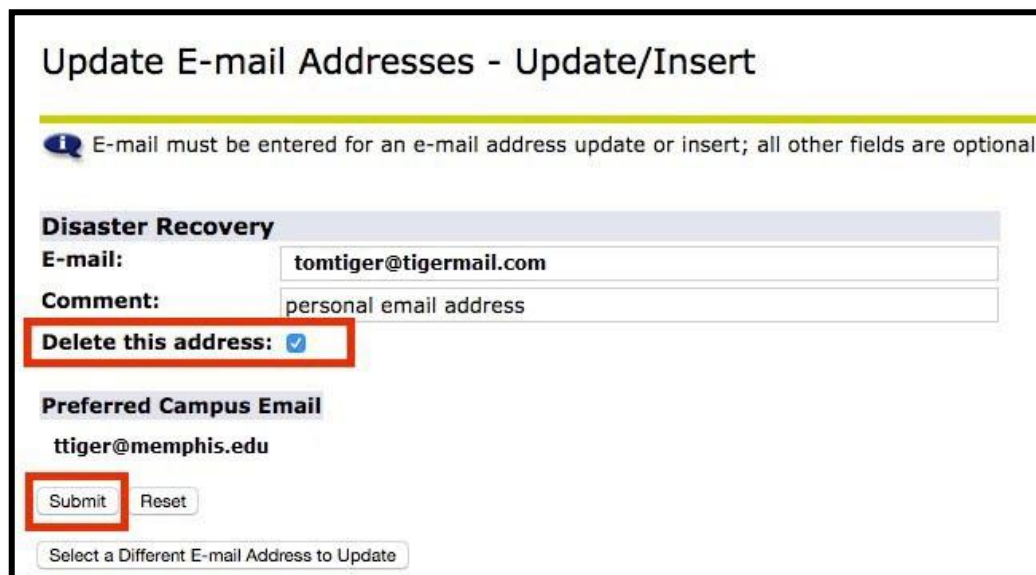
Disaster Recovery
tomtiger@tigermail.com
Comment: personal email address

UofM Alumni Association Email
tiger@memphis.edu

Type of E-mail to Insert: Select

Submit

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**.



Update E-mail Addresses - Update/Insert

E-mail must be entered for an e-mail address update or insert; all other fields are optional.

Disaster Recovery

E-mail: tomtiger@tigermail.com

Comment: personal email address

Delete this address:

Preferred Campus Email

ttiger@memphis.edu

Submit Reset

Select a Different E-mail Address to Update

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 (using this email will automatically generate a help desk ticket).

Important Links

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