

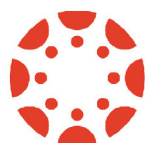


THE UNIVERSITY OF
MEMPHIS

umTECH NEWSLETTER

ITS SERVICE DESK
Volume 6 Issue 8

BACK TO SCHOOL ISSUE 2026



THE
canvas
CORNER

CANVAS COURSE VISIBILITY

As you prepare for the start of the Fall Semester, please note that Canvas courses will remain unavailable to students until the first day of classes. Students will gain access to their courses beginning Monday, August 24, 2026. Until that date, instructors may continue preparing and updating course content within Canvas before it becomes visible to students.

BACK TO CAMPUS AND READY TO CONNECT



A new semester brings new opportunities, and Information Technology Services (ITS) is here to help you start strong. Before classes and meetings begin, take a few minutes to make sure your technology is ready. Restart your computer to install pending updates, verify that you can access University systems with your University credentials, and confirm that your devices are connected to the campus network. A little preparation now can help prevent unexpected interruptions later.

Whether you're teaching, learning, conducting research, or supporting campus operations, ITS is committed to providing reliable technology and support throughout the semester. [For directions and more see our umWireless page.](#)

KEEP YOUR DEVICES UPDATED



Regular software updates do more than add new features—they protect your devices from security threats and improve performance. If your computer, tablet, or phone prompts you to install updates, don't put them off. Many updates include important security fixes that help keep your information and University data safe. Restarting your computer at least once a week also helps ensure updates are fully installed and keeps your system running smoothly throughout the semester.

STAY ALERT TO PHISHING ATTEMPTS

The start of the semester often brings an increase in phishing emails designed to look like legitimate University messages. Before clicking links or opening attachments, take a moment to verify the sender and carefully review the message for anything unusual.

If an email seems suspicious, don't respond or click any links. Report it through the appropriate University process so the Information Security team can investigate. A few extra seconds of caution can help protect both your account and the University. [See our phishing web page for more information.](#)

PROTECT YOUR ACCOUNTS

Your University account provides access to important services, making it one of your most valuable digital resources. Use a strong, unique password and always complete multi-factor authentication (MFA) requests only when you are actively signing in.



Never approve unexpected authentication requests. If you receive one that you didn't initiate, deny the request and change your password if you believe your account may have been compromised. [See our DUO page for more information.](#)

NEED HELP? ITS IS HERE FOR YOU

Technology questions are a common part of teaching, learning, and working in today's digital environment. Whether you need help connecting to Wi-Fi, accessing University applications, troubleshooting classroom technology, or resolving account issues, ITS is ready to assist.

The ITS Service Desk offers support for faculty, staff, and students throughout the academic year. Don't let a technical issue slow you down—reach out early so you can stay focused on teaching, learning, and achieving your goals. [Explore our solutions page.](#)



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