Resetting Your Password in iAM

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Purpose
This training material highlights how to reset your password.

Audience
University of Memphis faculty, staff, or students that need to reset their password.
Resetting Your Password in iAM

Resetting a Forgotten Password

1. **Log into iAM.**

2. A.) Enter your **First Name**, **Last Name**, and **Birthday**. B.) Click **Continue**.

3. **Authenticate using DUO. (Via Cell Phone, IOS, Android, or Token)**
4. Select a Verification Method. Verify Via Personal Email or Security Questions
Changing Password Via Personal email

1. Select Verify Via Personal Email. **Note:** The personal email address reset depends on a personal email address (Not the UofM email address) be on file in Banner.

2. A.) Select your personal email from the drop-down menu.  
B.) Click email me the code.
3. You will be sent an email from the system with the code for entering on the password reset page. **Note: This code will only be good for the next 15 minutes.**

   ![Password Reset Request](image)

   **[UofM] Password Reset Request**
   
   We have received a request to reset your University of Memphis account password. To do so, please enter the following code on the IAM password reset page within the next 15 minutes:
   
   977942
   
   If you did not make this request, you may disregard this email. If you need assistance with your account, please contact the ITS Service Desk at (901) 678-8888.
   
   Password reset requested: Tue Jun 22 08:33:28 CDT 2021

4. Log into iAM and use the code to enter and gain access to change your password.

   ![Identity Management](image)
5. A.) Enter your new password, then confirm password. **Note: The Bar to the right of the password will show you the strength of the password.** B.) Follow the guidelines to create your new password, then C.) Click **Change**.

![Password change screen](image)

6. You have successfully changed your password.

![Password change success](image)
Changing Password Via Security Questions


2. A.) Answer both of your Security Questions. B.) Click Submit.
3. A.) Enter your new password, then confirm password. **Note:** The Bar to the right of the password will show you the strength of the password. B.) Follow the guidelines to create your new password, then C.) Click Change.

![Password Change Interface]

4. You have successfully changed your password.

![Password Change Confirmation]

*Need Help? Contact the ITS Service Desk at (901) 678-8888.*
Locating Help Resources

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) 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 pm, 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 The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- Explore the umTech Website
- Center for Teaching and Learning (CTL) Website
- Search our Training and Documentation