

umBlog Corrections

Solving Issues in Blogs

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Purpose

This training material highlights the Problems that occur in Blogs and how to fix them.

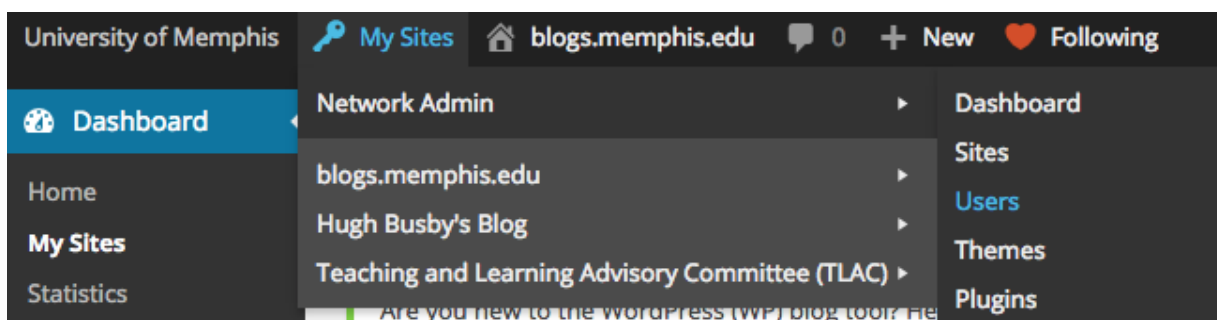
Audience

This training material is designed for University staff that will be maintaining and managing blogs.memphis.edu

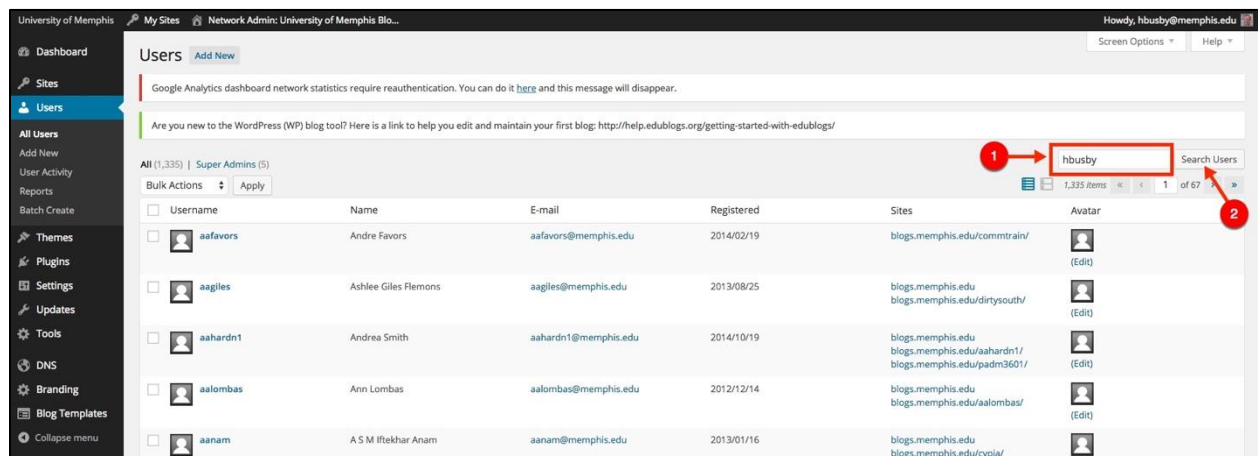
Errors and How to Fix Them

User Account Already Exists

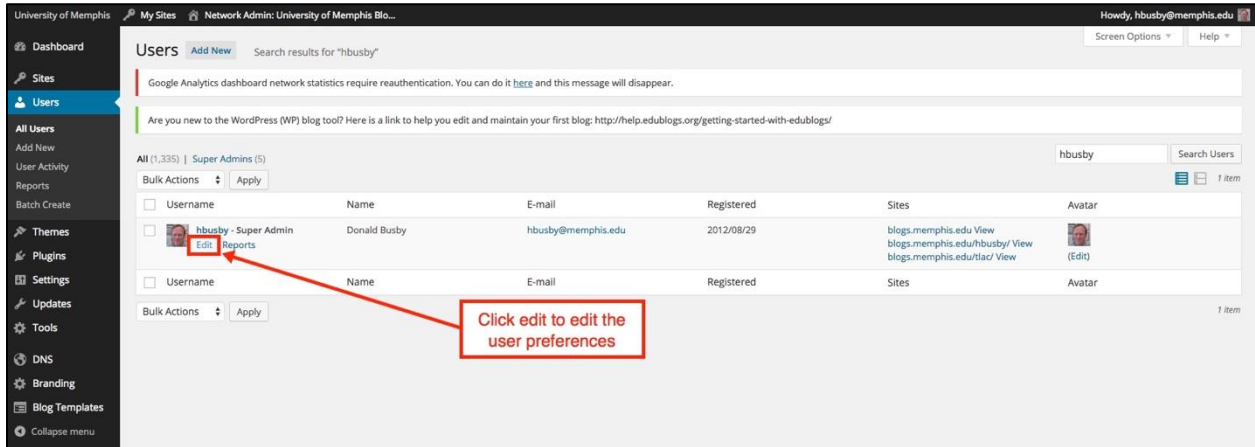
1. Log into blogs.memphis.edu
2. Log into My sites > Network Admin > Users



3. From the list of users, look up the User ID of the troubled account.
 1. Type in the uuid of the user then
 2. Click search.



4. Click **edit** to edit the preferences of the users. This will allow you to change the log in user preferences in the user profile.



5. Once you have logged into edit the user profile scroll down to Account Authentication Type. 1) Change from Local to Shibboleth. 2) Update Profile to save the changes. Once this has been done the client should be able to log into blogs.memphis.edu.



Adding a Student to a Class Blog for an Instructor

To add a student to a class so that they can be viewed in the side bar of a class blog.

An instructor emailed me to say that a student was not added as a subscriber to the class, therefore he could not find it. Once I added him as a subscriber, I was able to enter the system impersonate him, add the class, then went in as the instructor, impersonating the class instructor and approved him. Once the student was added as a subscriber, they were guaranteed to see the class when they search for it. The student now appears in your side bar.

Locating Help Resources

umTech offers support to faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

Submitting a Service Request

Login URL: [Click here for our service desk ticketing system.](#) After logging in, choose the appropriate form request for services.

Contact the ITS Service Desk – 901.678.8888 any day of the week! *(Excluding Some Holidays)*

ITS Service Desk Walk-In hours (Admin Building Room 100):
Monday - Friday 8:00 am - 4:30 pm

The ITS Service Desk Call Center hours:
Monday - Friday 8:00 am - 8:00 pm
Saturday 10:00 am - 2:00 pm
Sunday 1:00 pm - 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. ALL 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](#).

Voice messages will be checked regularly and receive priority response the following business day. You may also email umTech at umtech@memphis.edu. *(Using this email will automatically generate a service request).*

Important Links

[Explore the umTech Website](#)

[Search the Solutions Page](#)