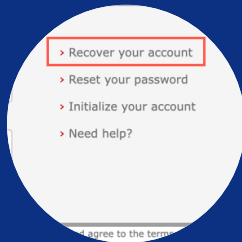
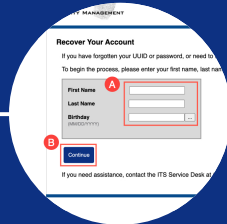


Account Recovery for Students

How to Obtain a Temporary DUO Bypass Code for Students



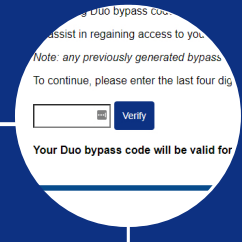
Navigate to **iAM**
<https://iam.memphis.edu>
Choose **Recover Your Account**.



A) Enter your first and last name, and birthdate
B) Click **Continue**

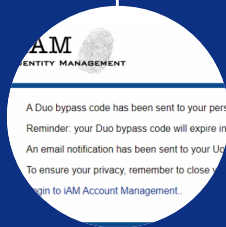


Authenticate with DUO or click **Generate a bypass code**.



Verify last 4 digits of your Social Security number.

Note: If you are a student without a social security number (SSN) that needs a DUO bypass code, reach out to the Service Desk. 901.678.8888, umtech@memphis.edu



An email will be sent to your personal email address on record with a DUO bypass code



<https://iam.memphis.edu>
You can then login with the Bypass Code to update your device in DUO Account Security.

You've Recovered Your Account!

For more detailed instructions, please see our Password Reset Page.



Information Technology Services