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

You've Recovered Your Account!

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