How to Reset Your Password

1. Navigate to iAm https://iam.memphis.edu
2. Choose Reset Your Password.
3. Enter your first and last name, and birthdate.
4. Click Continue.

Authenticate with DUO

- If you cannot authenticate with DUO, click Generate a bypass code.

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.

- Click Email me a code.
- Enter the code you were emailed.

You've Changed Your Password!

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