

Email

Getting Started

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Getting Started – Email

Logging In

Email at the University of Memphis is unlike other systems on campus. Instead of only your UUID to log in, it will need to use your entire email address as your username, **username@memphis.edu**.

For example, Tom Tiger's UUID is ttiger. His email address is ttiger@memphis.edu. To log in to email, he would use the username ttiger@memphis.edu, and his university password would be used for other systems (i.e., myMemphis).

Remember:

Your username = full email address; UUID@memphis.edu

Password = same one used for other University systems, such as myMemphis.

Webmail (umMail)

Online access to the University of Memphis email system can be done in three ways:

- [umMail website](#)
- [myMemphis portal](#)
- [University of Memphis homepage](#)

These instructions use the umMail website.

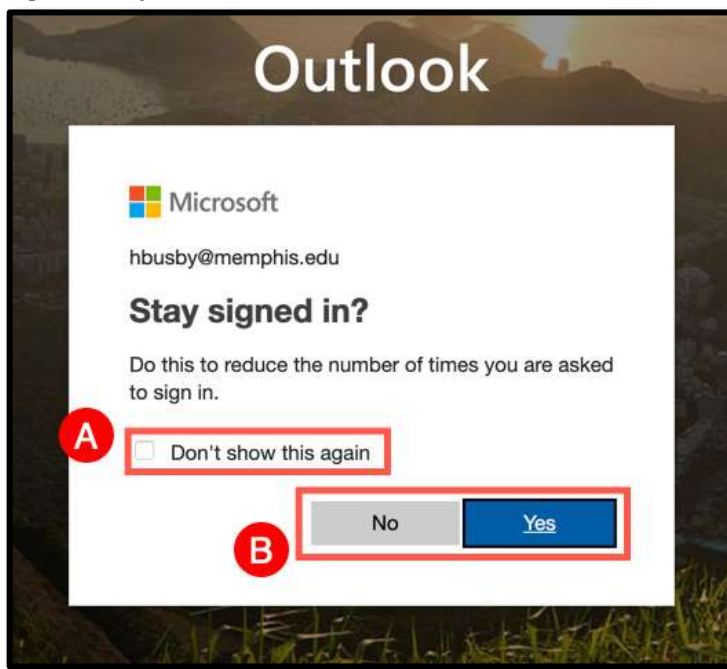
1. Open an internet browser window (Chrome, Edge, Firefox, etc.) and visit [the Outlook online website](#).
2. Enter your **full email address**.



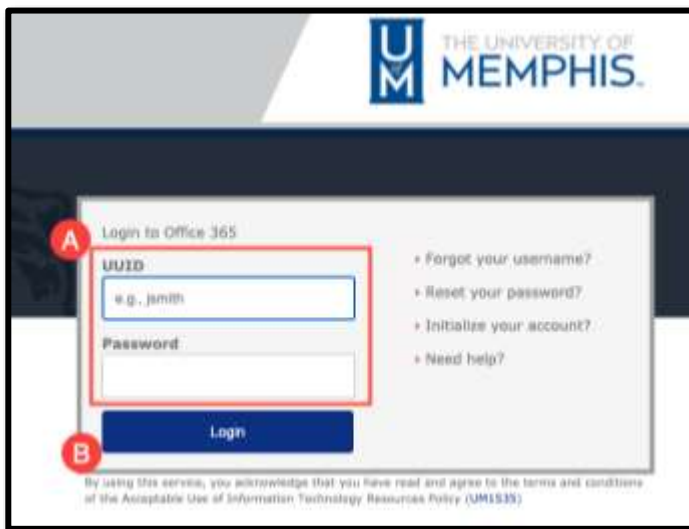
3. Enter your password that is associated with your UofM email address and myMemphis account.



4. Next, you will be asked if you would like to stay signed in. If you do not wish to see this message, again click **A**) Don't show this again or **B**) click yes or no.



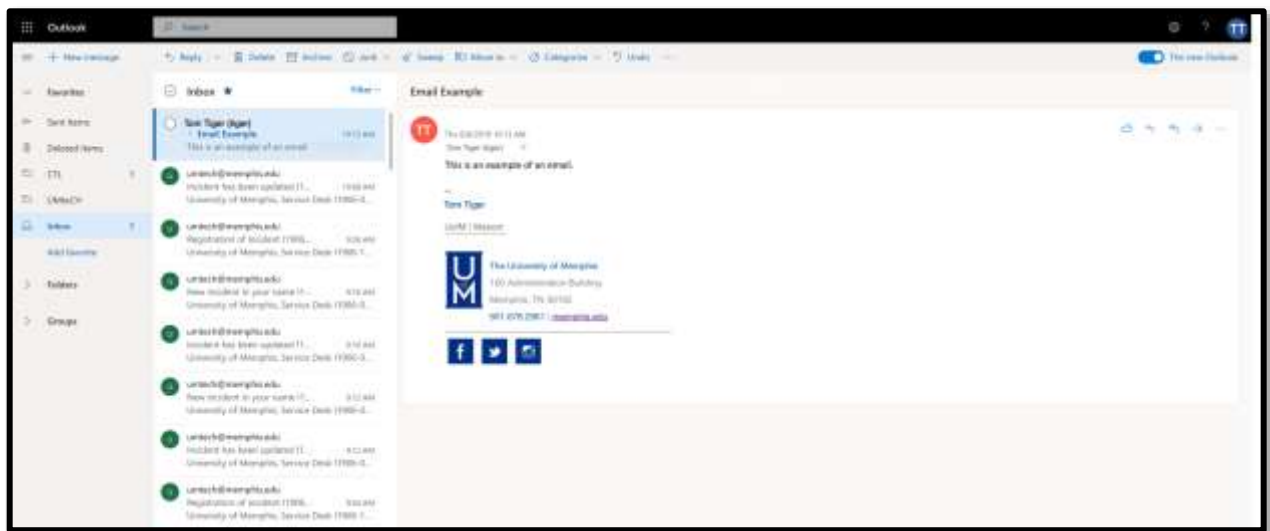
5. **A**) Enter your uuid, and password, then **B**) Click **Login**.



6. Authenticate Using Duo.



7. Once logged in you will see this. There will be a list of messages on the left and the Message Pane is on the right.



Outlook Desktop Application

To have Outlook for Mac or PC installed on your office system, enter a help desk ticket, and your LSP ([Local Service Provider](#)) will make an appointment with you to install it on your system.

Locating Help Resources

umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request

Login URL: [Click here to access our service desk ticketing system.](#) After logging in, choose the appropriate form to request 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. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

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

Important Links

[Explore the umTech Website](#)
[Search the Solutions Page](#)