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, \texttt{username@memphis.edu}.

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

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 (Internet Explorer, Firefox, etc...) and go to 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 *(if DUO has been enabled).*

![Authenticate Using Duo](image1)

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](image2)

### Outlook Desktop Application

To have Outlook for Mac or for 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.
Changing my University Password

1. Within an Internet browser window go to iam.memphis.edu

2. Enter your UUID and Password in the fields provided, click Login.

3. Click Change Password.
4. Enter your new password in both fields. **This needs** to be a **new password**, not the same password you have been using. The new password must also be **a different number of characters** than your old one.

Click **Change**.

After clicking **Change**, you will receive the following message:

5. **Wait 5 minutes**, go back to **Outlook online**, and try to login again using your username@memphis.edu and your new password.
Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 p.m., please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- Explore the umTech Website
- Center for Teaching and Learning (CTL) Website
- Search our Training and Documentation