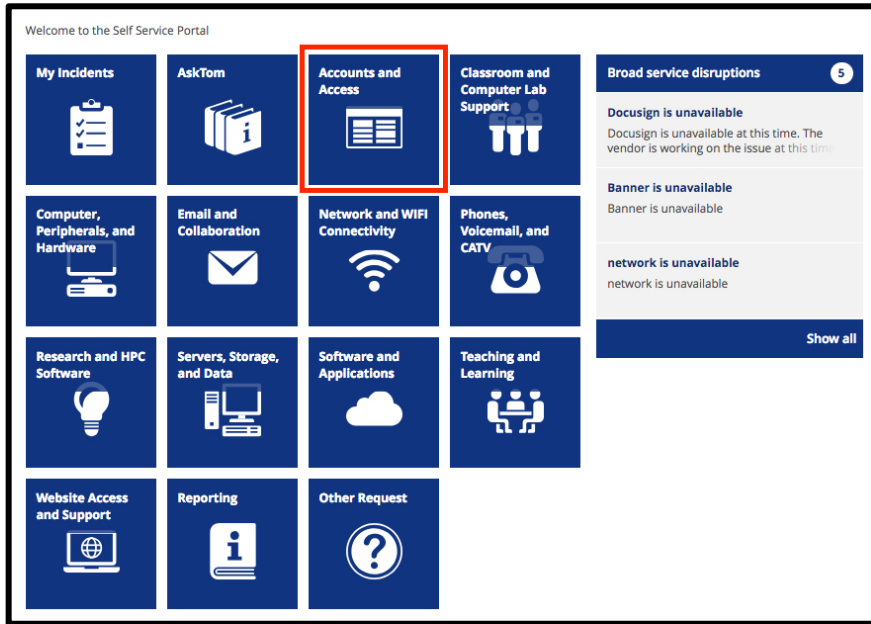
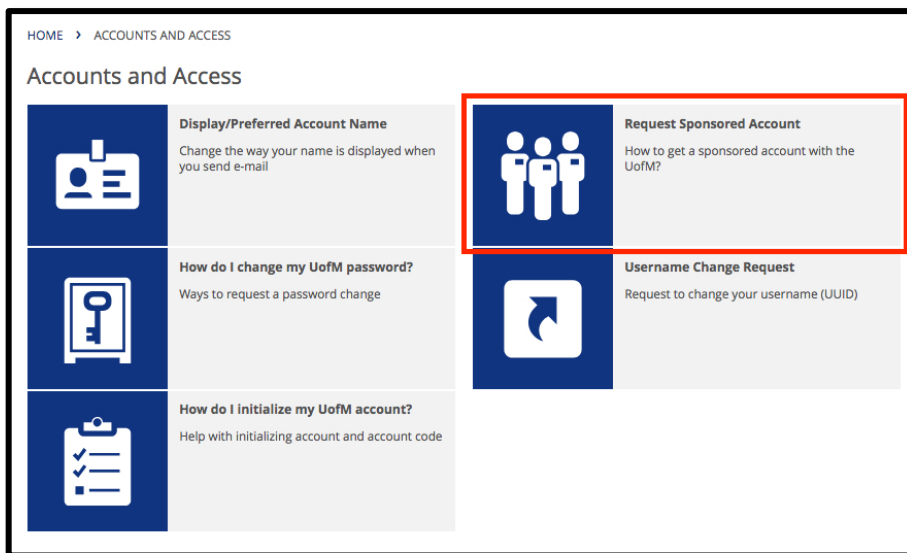


## Entering a Service Request using Self-Service

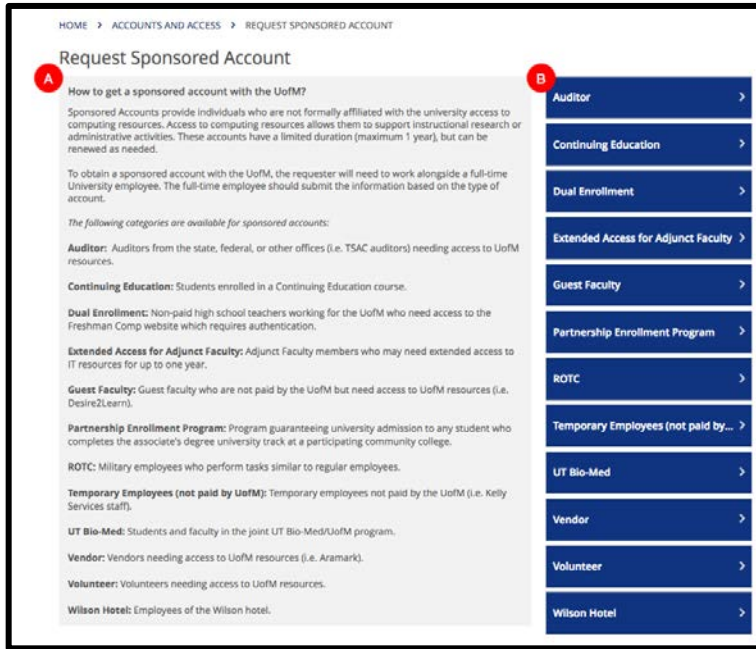
1. From the home page select a tile that pertains to your service request. In this example we will select **Accounts and Access**.



2. From the list of available options, choose the appropriate tile. In this example **Request Sponsored Account** is selected.



3. A) An explanation of what a sponsored account is and a description of each type of sponsored account is on the left side. B) On the right side is a list of the service request forms required.



HOME > ACCOUNTS AND ACCESS > REQUEST SPONSORED ACCOUNT

### Request Sponsored Account

**A** How to get a sponsored account with the UofM?

Sponsored Accounts provide individuals who are not formally affiliated with the university access to computing resources. Access to computing resources allows them to support instructional research or administrative activities. These accounts have a limited duration (maximum 1 year), but can be renewed as needed.

To obtain a sponsored account with the UofM, the requester will need to work alongside a full-time University employee. The full-time employee should submit the information based on the type of account.

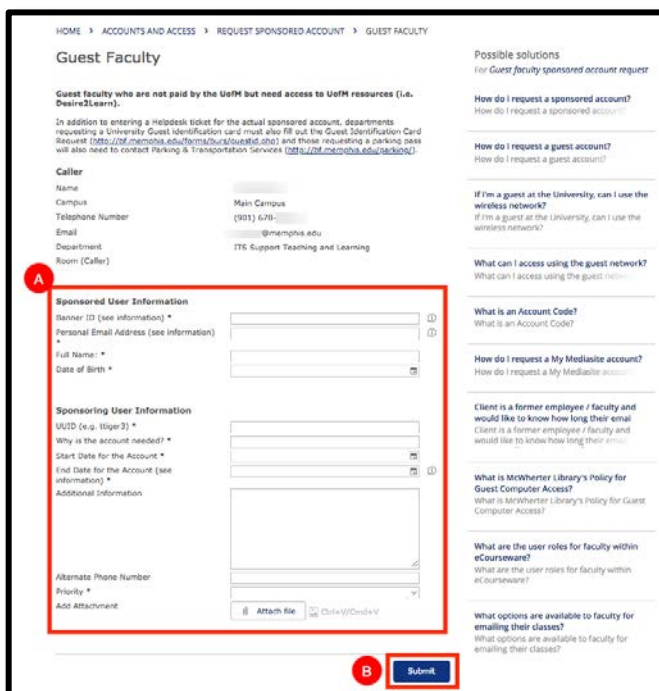
The following categories are available for sponsored accounts:

- Auditor:** Auditors from the state, federal, or other offices (i.e. TSAC auditors) needing access to UofM resources.
- Continuing Education:** Students enrolled in a Continuing Education course.
- Dual Enrollment:** Non-paid high school teachers working for the UofM who need access to the Freshman Comp website which requires authentication.
- Extended Access for Adjunct Faculty:** Adjunct Faculty members who may need extended access to IT resources for up to one year.
- Guest Faculty:** Guest faculty who are not paid by the UofM but need access to UofM resources (i.e. Desire2Learn).
- Partnership Enrollment Program:** Program guaranteeing university admission to any student who completes the associate's degree university track at a participating community college.
- ROTC:** Military employees who perform tasks similar to regular employees.
- Temporary Employees (not paid by UofM):** Temporary employees not paid by the UofM (i.e. Kelly Services staff).
- UT Bio-Med:** Students and faculty in the joint UT Bio-Med/UofM program.
- Vendor:** Vendors needing access to UofM resources (i.e. Aramark).
- Volunteer:** Volunteers needing access to UofM resources.
- Wilson Hotel:** Employees of the Wilson hotel.

**B**

- Auditor >
- Continuing Education >
- Dual Enrollment >
- Extended Access for Adjunct Faculty >
- Guest Faculty >
- Partnership Enrollment Program >
- ROTC >
- Temporary Employees (not paid by... >
- UT Bio-Med >
- Vendor >
- Volunteer >
- Wilson Hotel >

4. A) Fill out the required fields, then B) click Submit. *Note: If you would like to add an attachment click Attach File.*



HOME > ACCOUNTS AND ACCESS > REQUEST SPONSORED ACCOUNT > GUEST FACULTY

### Guest Faculty

**A**

**Guest faculty who are not paid by the UofM but need access to UofM resources (i.e. Desire2Learn).**

In addition to entering a Helpdesk ticket for the actual sponsored account, departments requesting a University Guest Identification card must also fill out the Guest Identification Card Request (<https://of.memphis.edu/forms/ufm/guestidobc>) and those requesting a parking pass will also need to contact Parking & Transportation Services (<https://of.memphis.edu/transport>)

**Caller**

Name: [Redacted]  
 Campus: Main Campus  
 Telephone Number: (901) 678-[Redacted]  
 Email: [Redacted]@memphis.edu  
 Department: ITS Support Teaching and Learning  
 Room (Caller): [Redacted]

**Sponsored User Information**

Banker ID (see information) \* [Redacted]  
 Personal Email Address (see information) \* [Redacted]  
 Full Name \* [Redacted]  
 Date of Birth \* [Redacted]

**Sponsoring User Information**

UID (i.e. UofM 3) \* [Redacted]  
 Why is the account needed? \* [Redacted]  
 Start Date for the Account \* [Redacted]  
 End Date for the Account (see information) \* [Redacted]  
 Additional Information [Redacted]

Alternate Phone Number [Redacted]  
 Priority \* [Redacted]  
 Add Attachment [Attach File] [Drf+V] [Dnd+V]


**B** **Submit**

**Possible solutions**  
 For Guest faculty sponsored account request

- How do I request a sponsored account?  
How do I request a sponsored account?
- How do I request a guest account?  
How do I request a guest account?
- If I'm a guest at the University, can I use the wireless network?  
If I'm a guest at the University, can I use the wireless network?
- What can I access using the guest network?  
What can I access using the guest network?
- What is an Account Code?  
What is an Account Code?
- How do I request a My Mediasite account?  
How do I request a My Mediasite account?
- Client is a former employee / faculty and would like to know how long their email  
Client is a former employee / faculty and would like to know how long their email
- What is McWhorter Library's Policy for Guest Computer Access?  
What is McWhorter Library's Policy for Guest Computer Access?
- What are the user roles for faculty within eCourseware?  
What are the user roles for faculty within eCourseware?
- What options are available to faculty for emailing their classes?  
What options are available to faculty for emailing their classes?

5. An email will be sent to you verifying that the ticket has been submitted and that the incident is registered.

Registration of incident I1805-0533

 [umtechtdtest@memphis.edu](mailto:umtechtdtest@memphis.edu) <umtechtdtest@memphis.edu>  
Wednesday, May 16, 2018 at 3:27 PM  
[Show Details](#)

**University of Memphis, Service Desk** I1805-0533

**Important:** Do not change the subject line while replying.

Hello [REDACTED]

Your incident has been registered as incident I1805-0533.

Details:

**Client Name:** [REDACTED]  
**Client Phone Number:** (901) 678-[REDACTED]  
**Client E-mail:** [REDACTED]@memphis.edu  
**Incident Description:** Guest faculty sponsored account request  
**Category:** Account  
**Open Date:** 5/16/2018 03:27 PM  
**Respond By Date:** 5/22/2018 03:27 PM  
**Priority:** Low

You can view this incident in the Self Service Portal: [I1805-0533](#)

Thank you,  
ITS Service Desk  
University of Memphis

[umhelpdesk.memphis.edu](http://umhelpdesk.memphis.edu) | [umtech@memphis.edu](mailto:umtech@memphis.edu) | 1.901.678.8888 | 100 Administration Building, Memphis, TN 38152-3370 ([map](#))