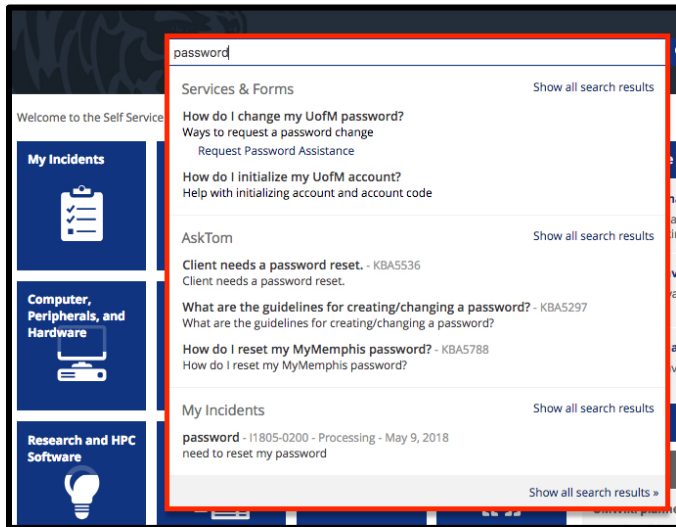

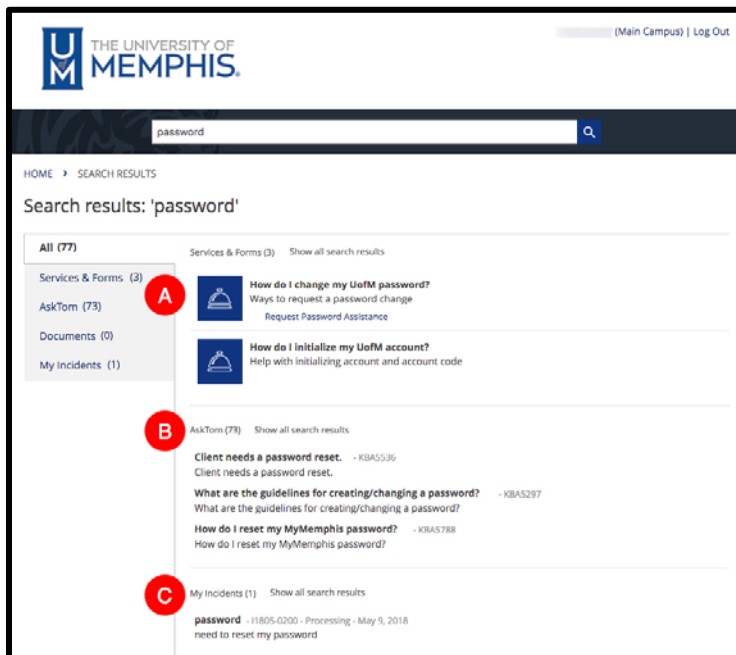


Search Bar

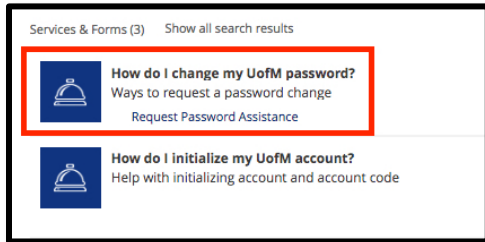
Typing into the search bar searches the knowledge base for answers to your question. As you type, the system automatically searches for answers that have the same word in the solution. In this example, a search for “password” has been entered and the system is showing the results it found.



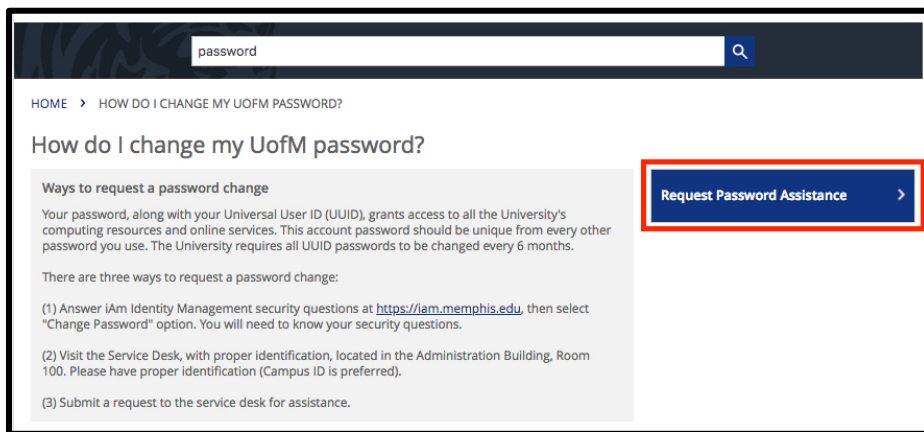
When you click on the Search Button , A) templates for entering a service request will be shown followed by B) a listing AskTom articles, then C) A listing of incidents you have entered on the same topic.



When you click on the Service Request template. In this example, "How do I change my UofM password?", is selected.




To the left, you will see answers to your question based on AskTom knowledge base articles. To the right, you will see the option to use a Template to submit a Service Request.



Enter **A)** an alternate phone number if desired, then **B)** click **Submit**.

A screenshot of a form titled "Request Password Assistance". At the top, the breadcrumb "HOME > HOW DO I CHANGE MY UOFM PASSWORD? > REQUEST PASSWORD ASSISTANCE" is visible. Below the breadcrumb, the heading "Request Password Assistance" is displayed. Underneath, there is a section titled "Caller" with a list of fields and their values: Name (Tom Tiger), Campus (Main Campus), Telephone Number ((901) 678-2961), Email (ttiger@memphis.edu), Department (ITS Support Teaching and Learning), Room (Caller), and Alternate Phone Number. The "Alternate Phone Number" field is empty and has a red circle with the letter "A" next to it. Below the form fields, there is a paragraph of text: "When your request is processed, you will be contacted by a supervisor at the Service Desk. First, you will be asked if you are near a computer for proper processing. Second, you will be asked to verify your identity. Finally, you will be asked to reset your security questions promptly after resetting your passwords." Below this text, there is another paragraph: "Password change requests are only processed during normal business hours (excludes holidays and weekends)." At the bottom right of the form, there is a red circle with the letter "B" next to a blue "Submit" button.

You will receive a message verification with your service request number. Click, **Go to Home Page** to return to Self-Service home page.



HOME > HOW DO I CHANGE MY UOFM PASSWORD? > REQUEST PASSWORD ASSISTANCE

Request Password Assistance

Thank you!

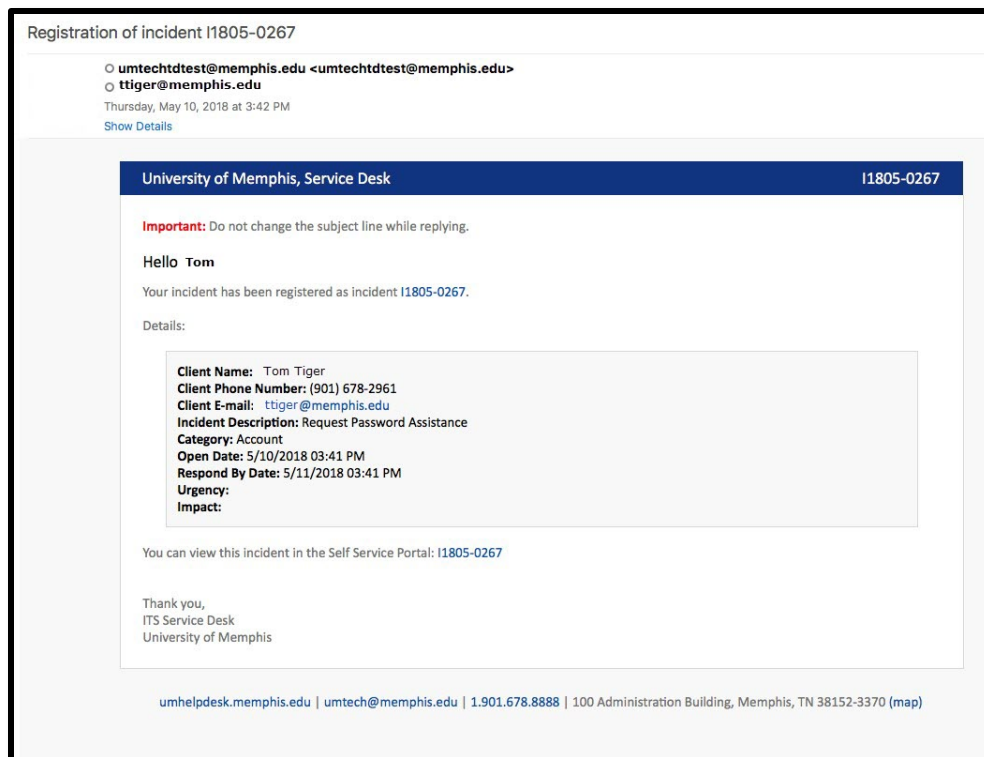
Your Request Password Assistance form was sent.

Your request is registered under number: **11805-0267**

Your Service Request Number

[Go to Home Page](#)

An email will also be sent to you with link to your service request.



Registration of incident I1805-0267

o umtechttest@memphis.edu <umtechttest@memphis.edu>
o ttiger@memphis.edu
Thursday, May 10, 2018 at 3:42 PM
[Show Details](#)

University of Memphis, Service Desk I1805-0267

Important: Do not change the subject line while replying.

Hello **Tom**

Your incident has been registered as incident I1805-0267.

Details:

Client Name: Tom Tiger
Client Phone Number: (901) 678-2961
Client E-mail: ttiger@memphis.edu
Incident Description: Request Password Assistance
Category: Account
Open Date: 5/10/2018 03:41 PM
Respond By Date: 5/11/2018 03:41 PM
Urgency:
Impact:

You can view this incident in the Self Service Portal: [I1805-0267](#)

Thank you,
ITS Service Desk
University of Memphis

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