

# um-guest Wireless

## umTech

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## Purpose

This training material highlights how to access the **um-guest** wireless network.

## Audience

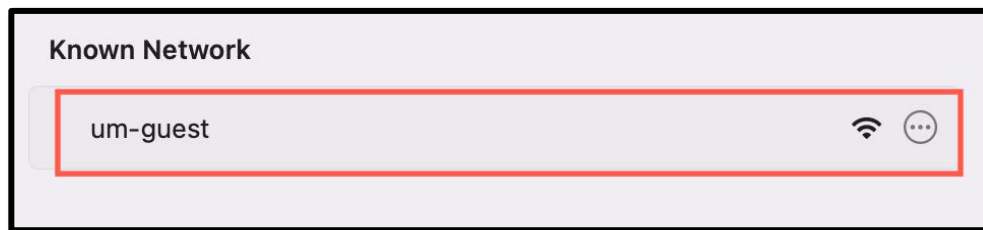
University of Memphis faculty, staff, or students that will be connecting to the on-campus **um-guest** wireless network.

# um-guest Wireless

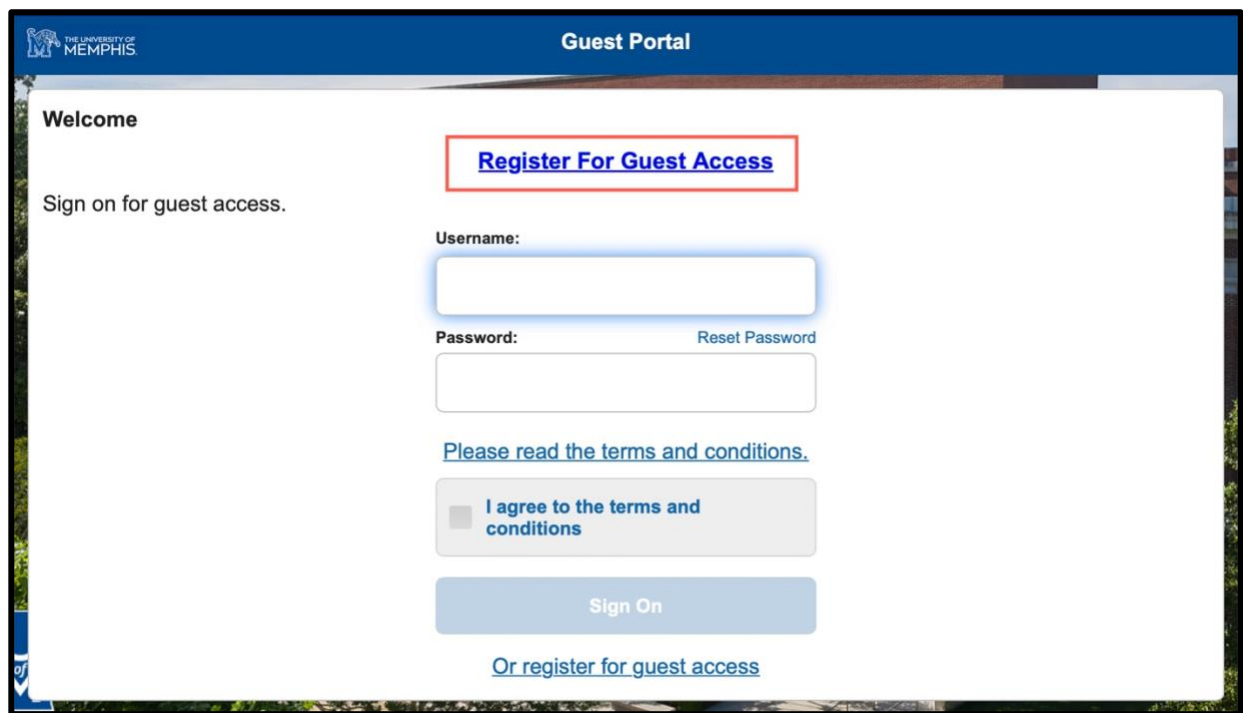
## Connecting on a Mac

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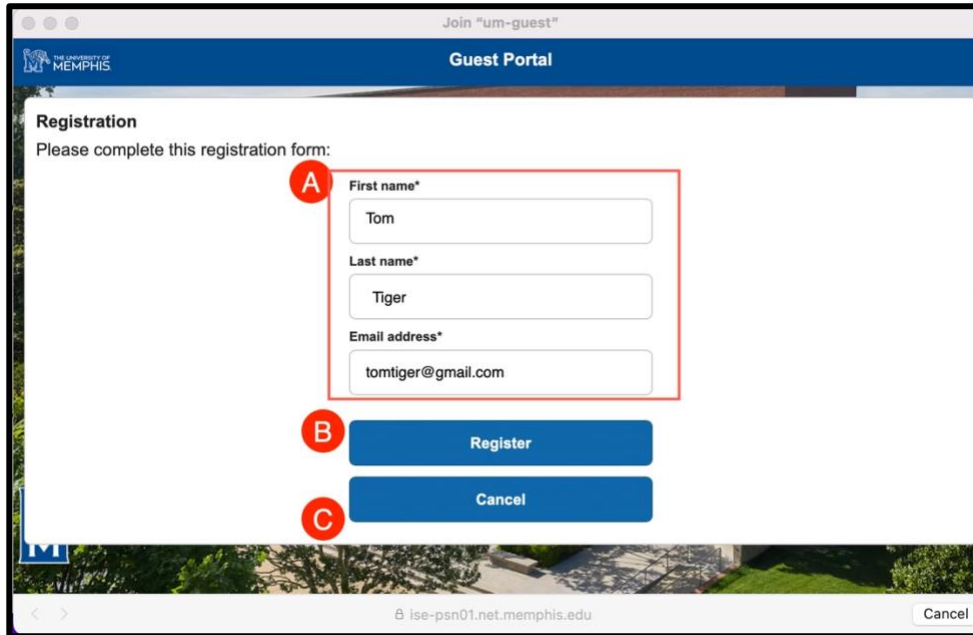
1. Select **um-guest** wireless from the wireless network menu. This will open your default browser.



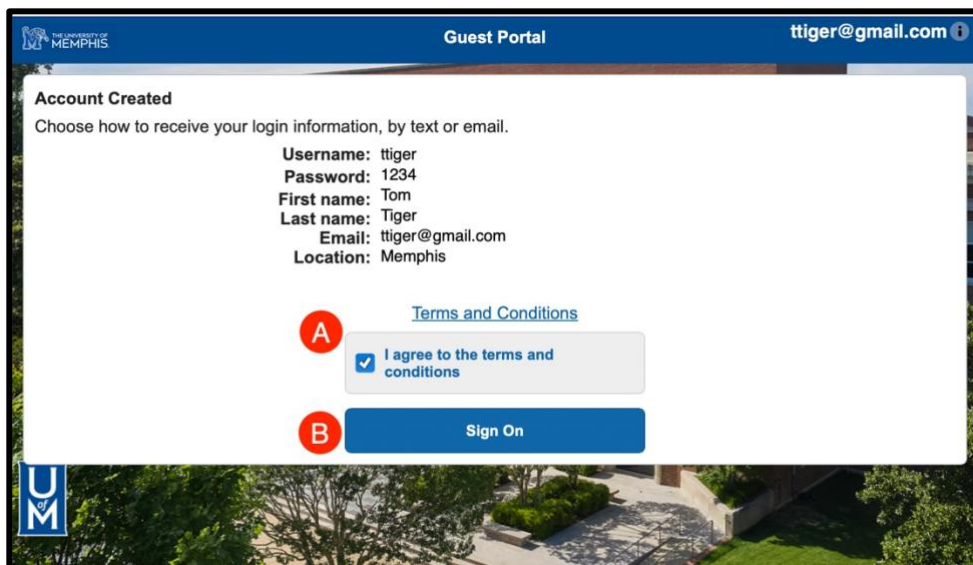
2. You will be asked to **Register for Guest Access**, click the link.



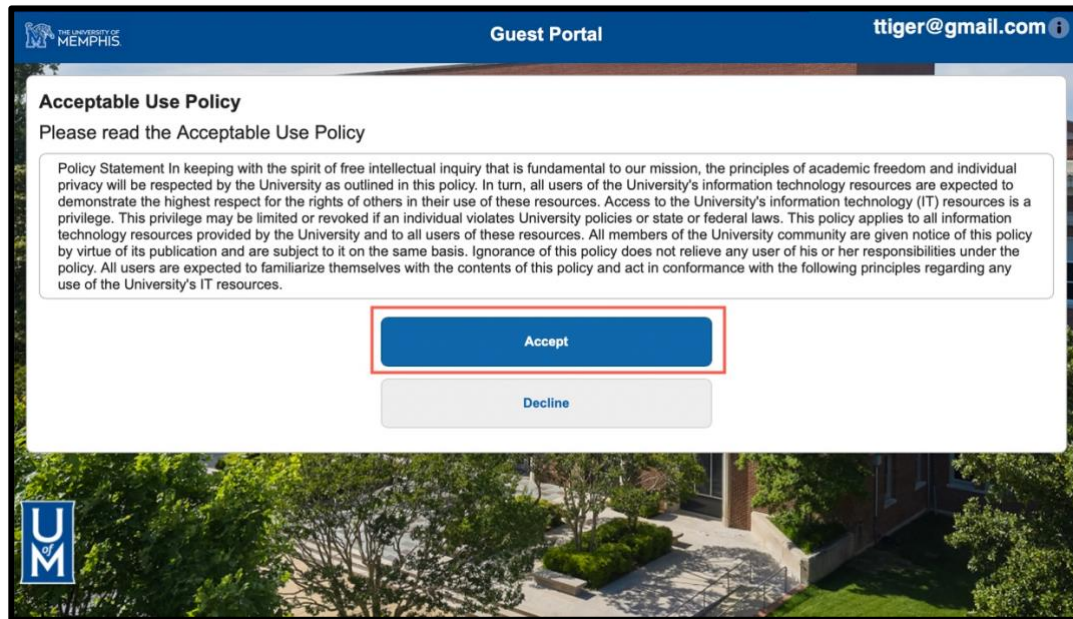
3. **A.)** Complete the registration form by filling out the fields Name, Last Name, and email address. **Note:** This must be a personal email address that is a non-UofM email address.



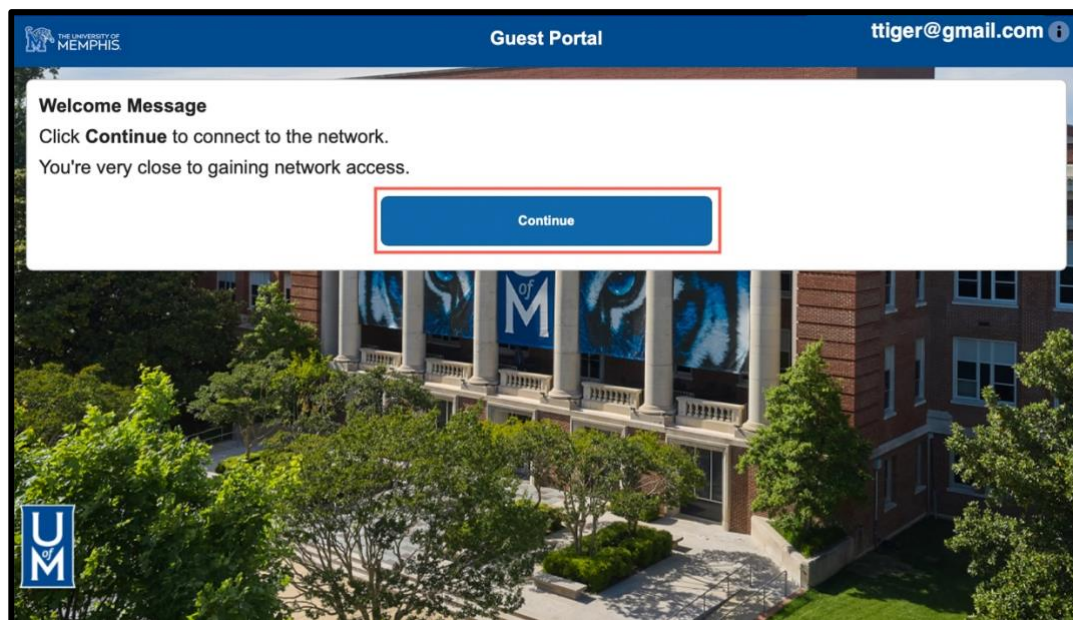
4. **B.)** Click **Register** or **C.)** Click **Cancel**.
5. **A.)** Click **Agree to Terms & Conditions**, **B).** Click **Sign on**.



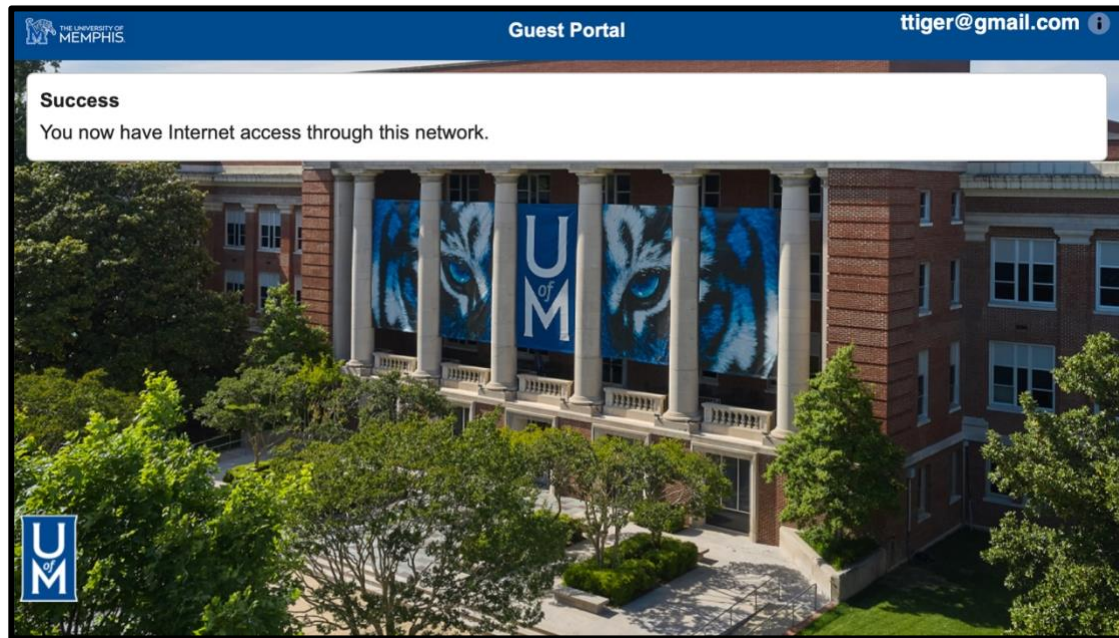
6. Read and **Accept** the Acceptable Use Policy.



7. A welcome message window will pop up asking to **Continue** to gain network access.



8. You are now connected to the um-guest wireless network.

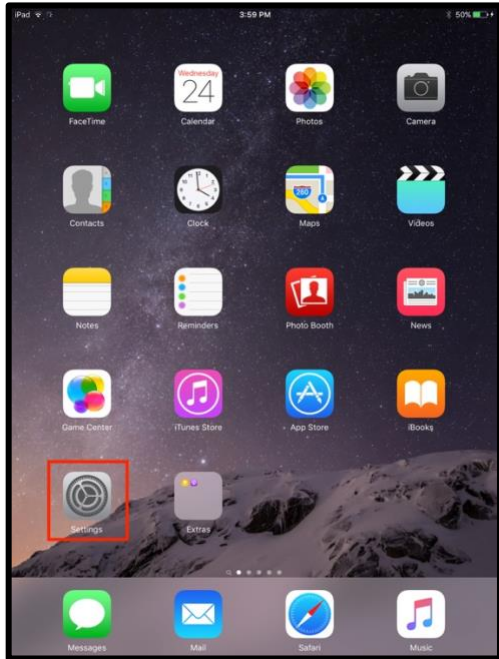




## Connecting on an iPad or iPhone

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1. Go to your system **Settings**.

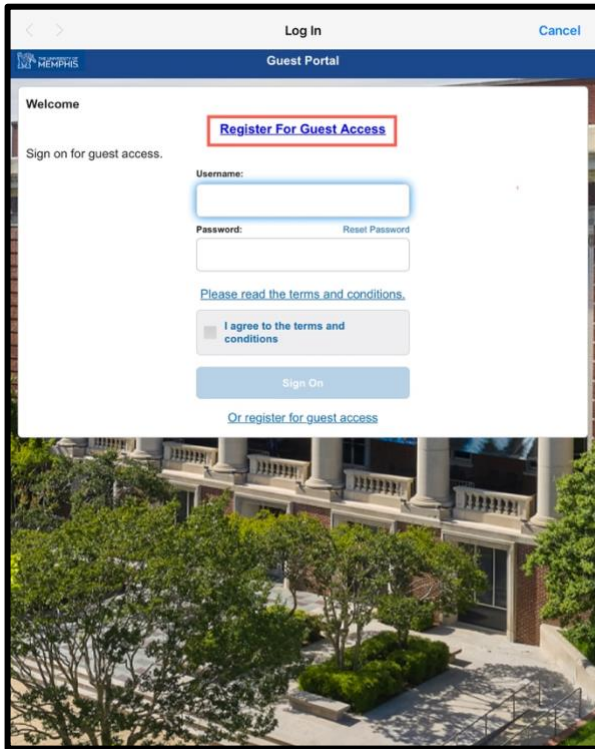


2. Select **Wi-Fi**, then choose **um-guest** from the list of network choices.





3. Click **Register for Guest Access**.



Log In Cancel

THE UNIVERSITY OF MEMPHIS Guest Portal

Welcome

Sign on for guest access.

**Register For Guest Access**

Username:

Password: Reset Password

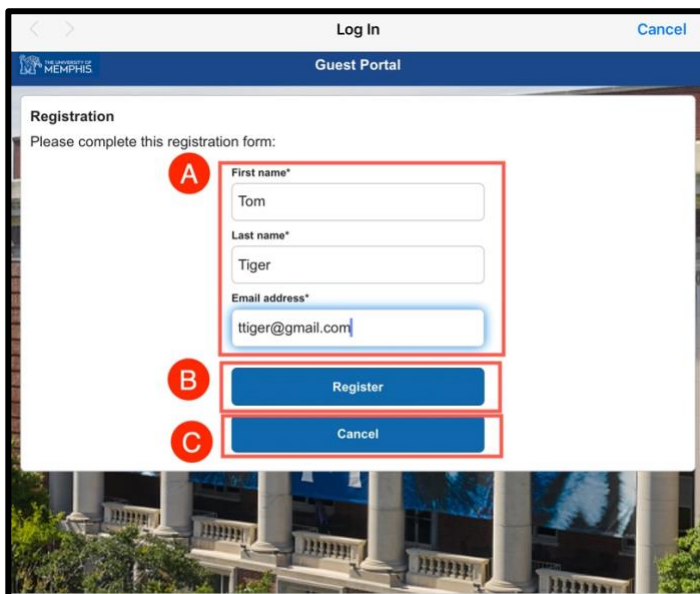
Please read the terms and conditions.

☐ I agree to the terms and conditions

Sign On

Or register for guest access

4. **A.)** Complete the registration form by filling out the fields Name, Last Name, and email address. **Note:** This must be a personal email address that is a non-UofM email address. **B.)** Click **Register** or **C.)** Click **Cancel**.



Log In Cancel

THE UNIVERSITY OF MEMPHIS Guest Portal

Registration

Please complete this registration form:

**A** First name\* Tom

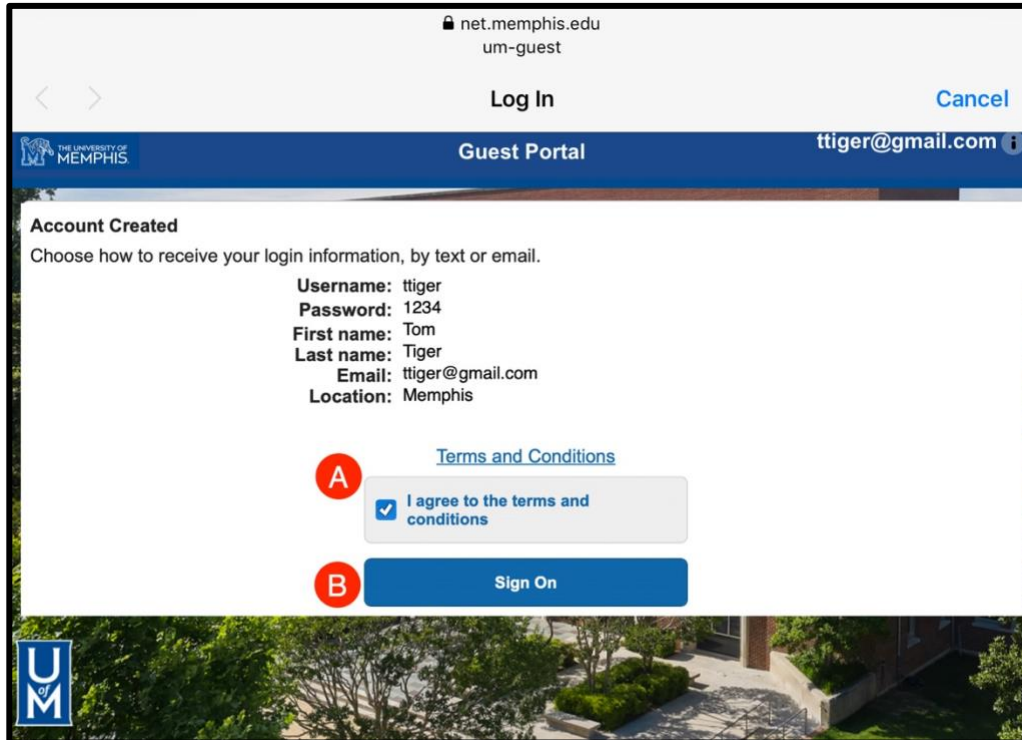
Last name\* Tiger

Email address\* ttiger@gmail.com

**B** Register

**C** Cancel

5. **A.)** Click **Agree to Terms & Conditions**, **B).** Click **Sign on**.



net.memphis.edu  
um-guest

Log In Cancel

Guest Portal ttiger@gmail.com

**Account Created**  
Choose how to receive your login information, by text or email.

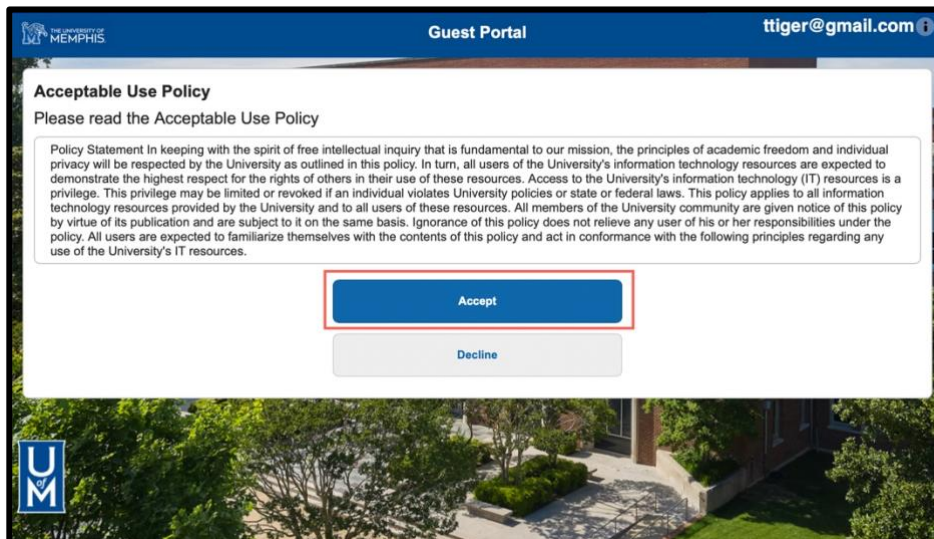
Username: ttiger  
Password: 1234  
First name: Tom  
Last name: Tiger  
Email: ttiger@gmail.com  
Location: Memphis

**A** [Terms and Conditions](#)  
☒ I agree to the terms and conditions

**B** Sign On

**Note:** If you click on your email at the bottom, a receipt confirming your guest account will be sent to the email address you entered.

6. Read and **Accept** the Acceptable Use Policy.



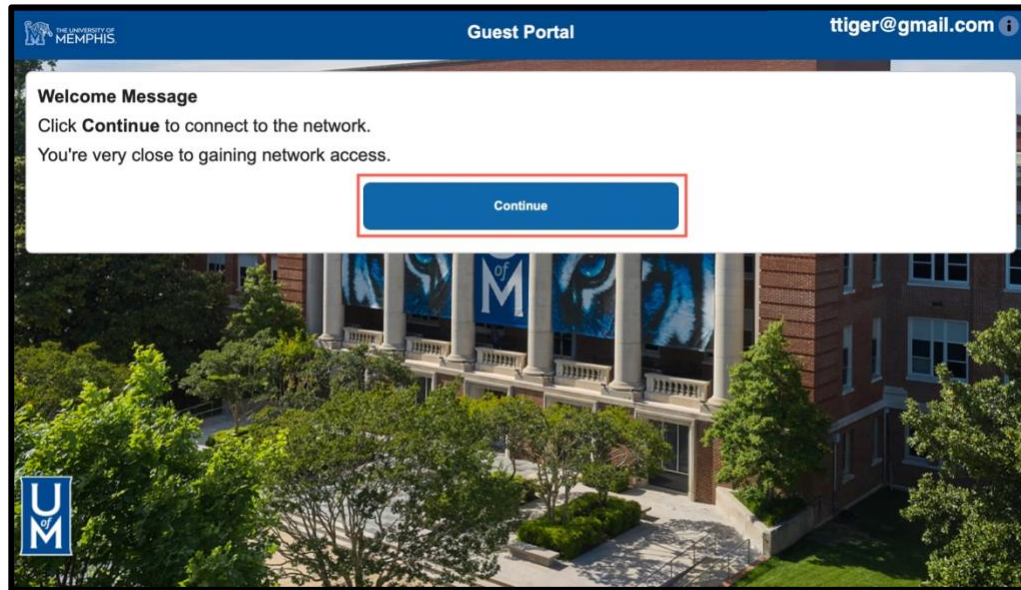
Guest Portal ttiger@gmail.com

**Acceptable Use Policy**  
Please read the Acceptable Use Policy

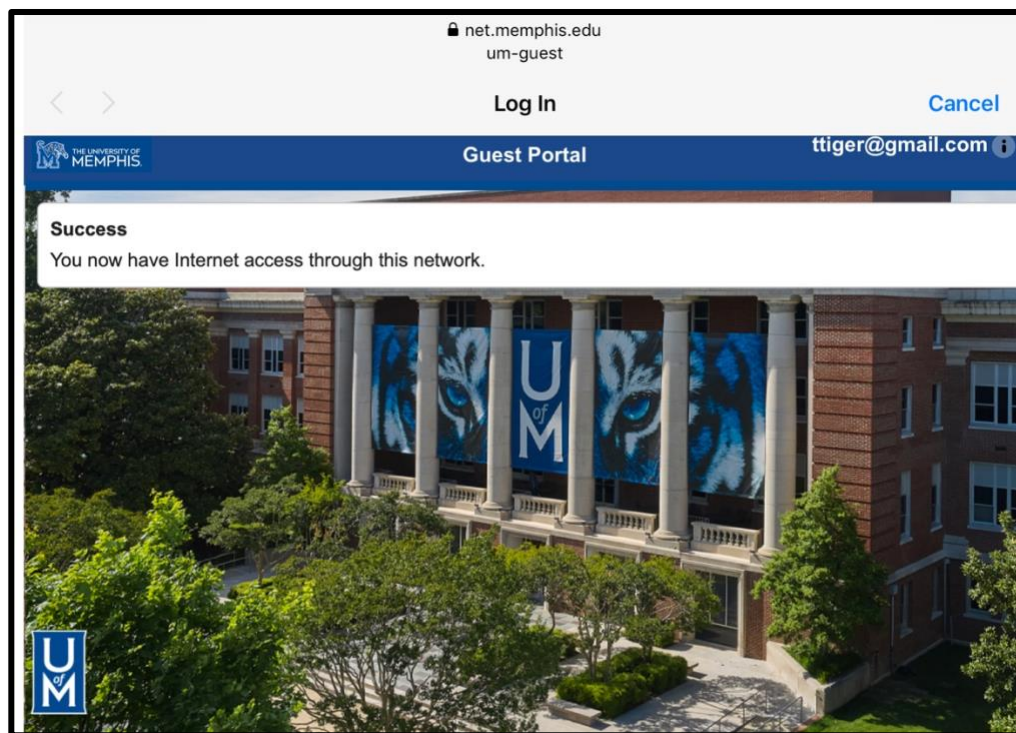
Policy Statement In keeping with the spirit of free intellectual inquiry that is fundamental to our mission, the principles of academic freedom and individual privacy will be respected by the University as outlined in this policy. In turn, all users of the University's information technology resources are expected to demonstrate the highest respect for the rights of others in their use of these resources. Access to the University's information technology (IT) resources is a privilege. This privilege may be limited or revoked if an individual violates University policies or state or federal laws. This policy applies to all information technology resources provided by the University and to all users of these resources. All members of the University community are given notice of this policy by virtue of its publication and are subject to it on the same basis. Ignorance of this policy does not relieve any user of his or her responsibilities under the policy. All users are expected to familiarize themselves with the contents of this policy and act in conformance with the following principles regarding any use of the University's IT resources.

Accept Decline

7. A welcome message window will pop up asking to **Continue** to gain network access.



8. You are now connected to the um-guest wireless network.

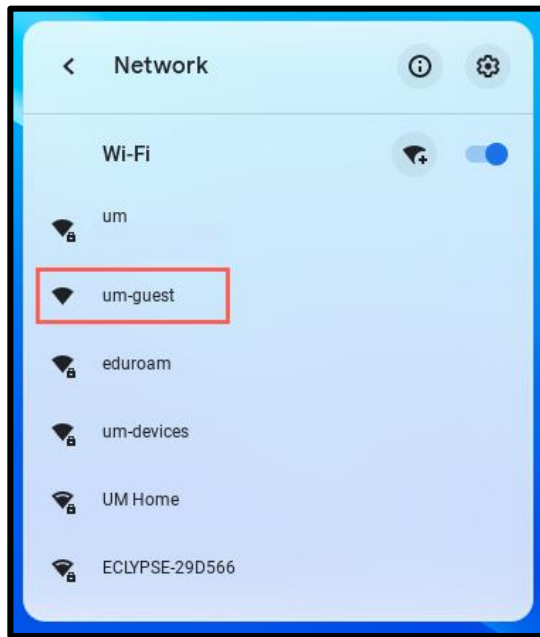




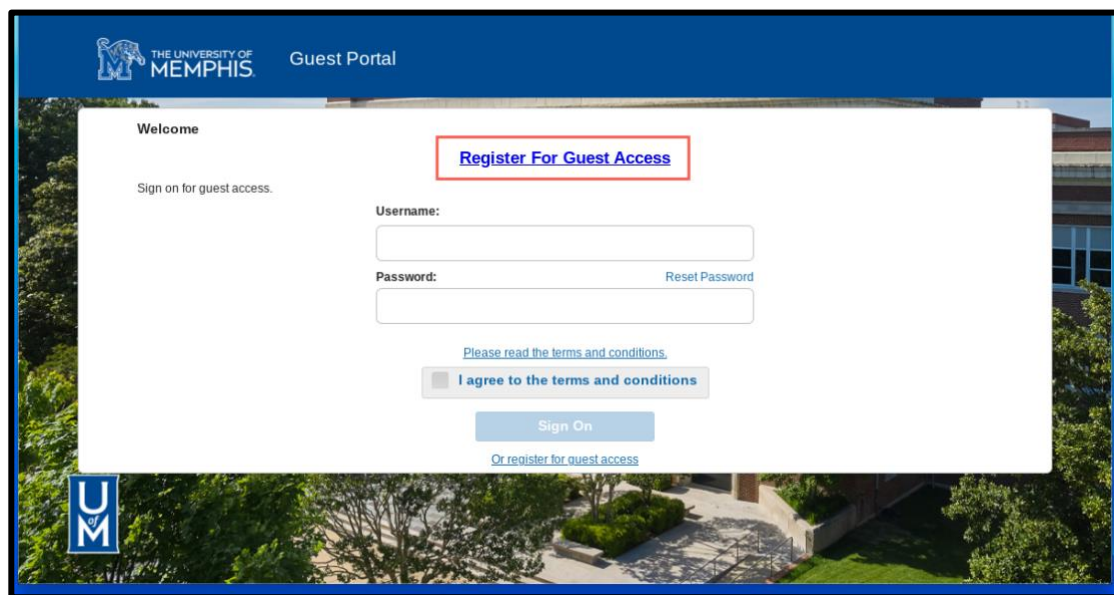
## Connecting on an Android or Tablet

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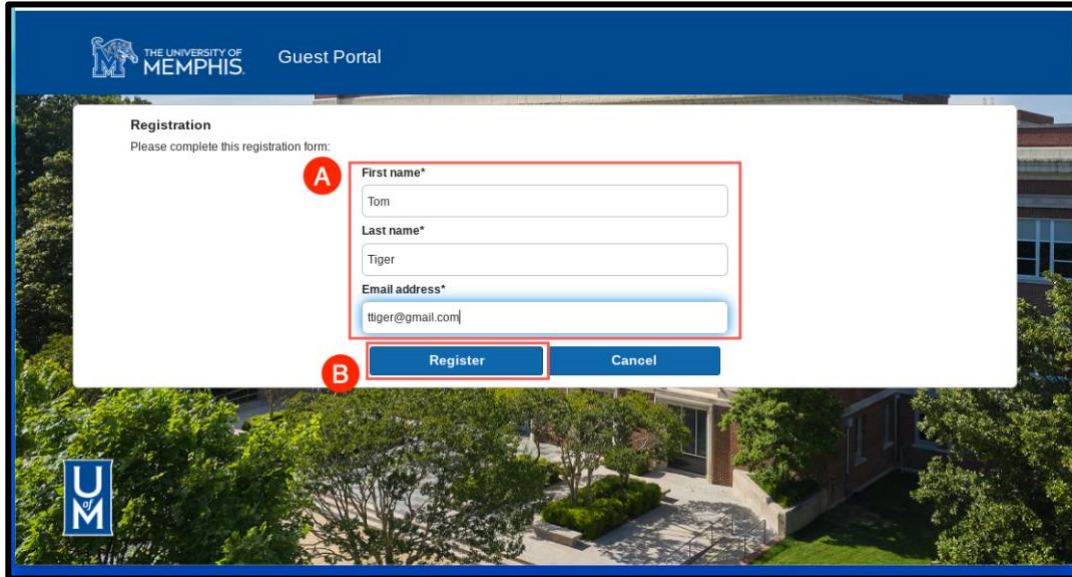
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2. You will be asked to **Register for Guest Access**, click the link.



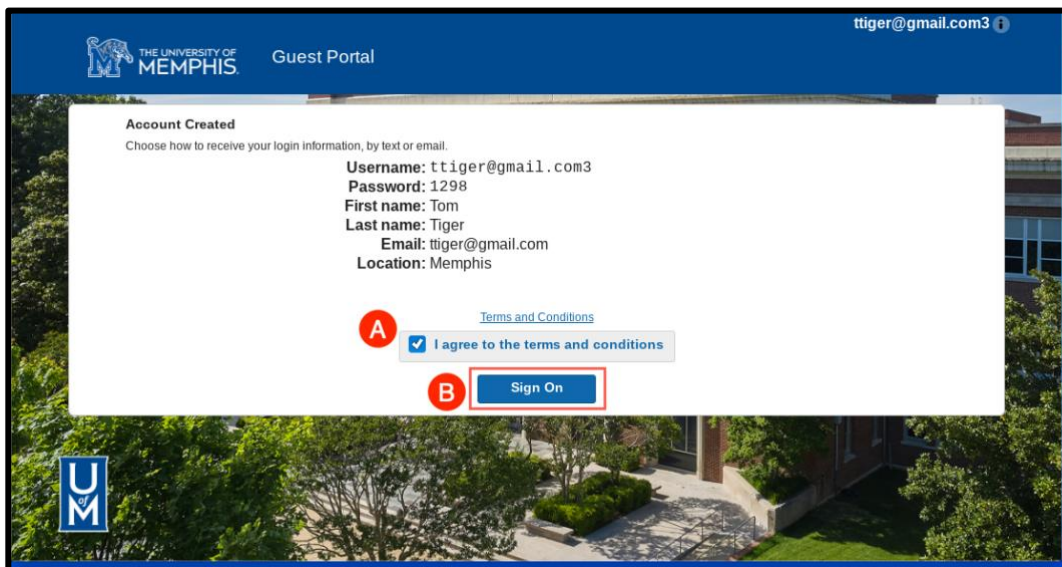
3. **A.)** Complete the registration form by filling out the fields Name, Last Name, and email address. **Note:** This must be a personal email address that is a non-UofM email address.



The screenshot shows the 'Registration' form on the University of Memphis Guest Portal. The form is titled 'Registration' and includes the instruction 'Please complete this registration form:'. It contains three input fields: 'First name\*' with the value 'Tom', 'Last name\*' with the value 'Tiger', and 'Email address\*' with the value 'ttiger@gmail.com'. A red box labeled 'A' highlights these three fields. Below the fields are two buttons: 'Register' and 'Cancel'. A red box labeled 'B' highlights the 'Register' button. The background of the portal shows a building and trees, with the University of Memphis logo in the bottom left corner.

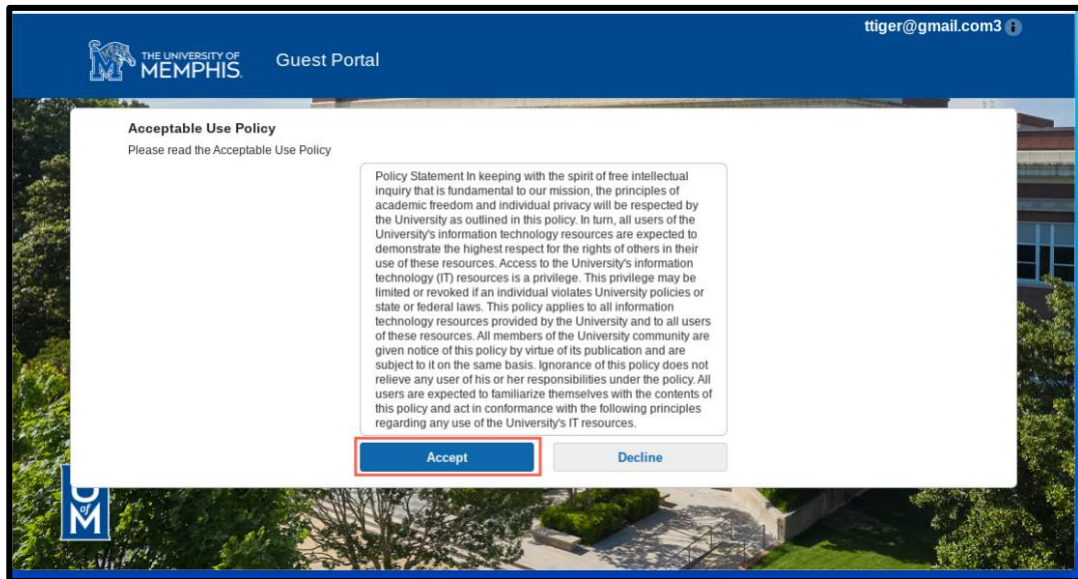
4. **B.)** Click **Register** or Click **Cancel**.

5. **A.)** Click **Agree to Terms & Conditions**, **B).** Click **Sign on**.

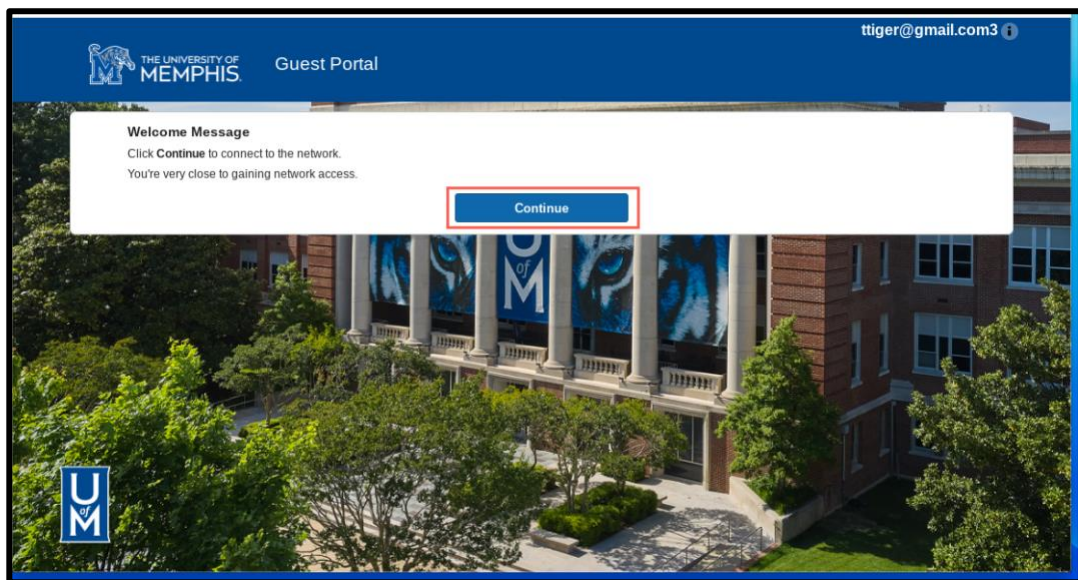


The screenshot shows the 'Account Created' screen on the University of Memphis Guest Portal. The screen displays the following information: 'Username: ttiger@gmail.com3', 'Password: 1298', 'First name: Tom', 'Last name: Tiger', 'Email: ttiger@gmail.com', and 'Location: Memphis'. A red box labeled 'A' highlights the 'Terms and Conditions' link. Below the link is a checkbox labeled 'I agree to the terms and conditions' which is checked. A red box labeled 'B' highlights the 'Sign On' button. The background of the portal shows a building and trees, with the University of Memphis logo in the bottom left corner.

6. Read and **Accept** the Acceptable Use Policy.

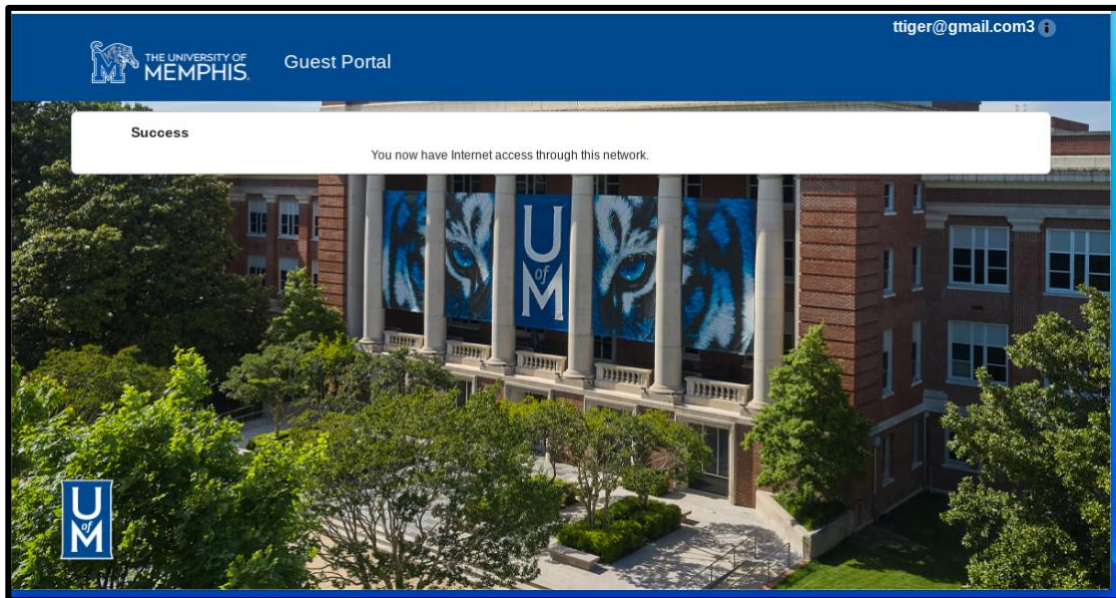


7. A welcome message window will pop up asking to **Continue** to gain network access.





8. You are now connected to the um-guest wireless network.

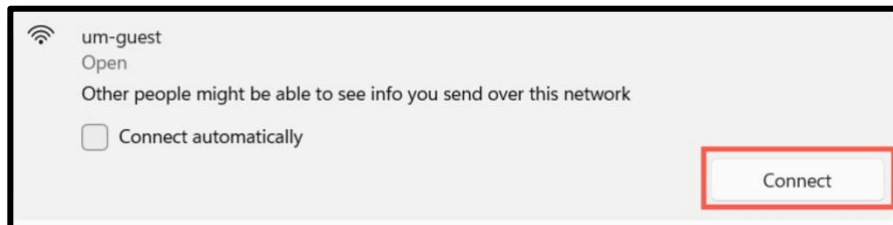




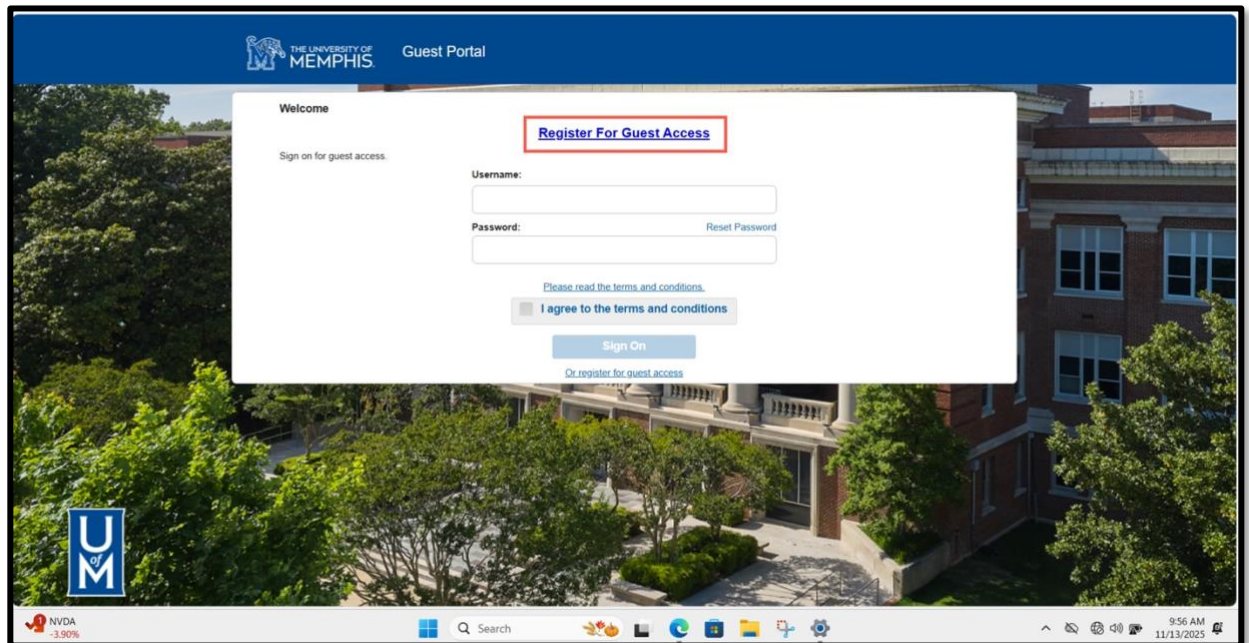
## Connecting on a PC – Windows

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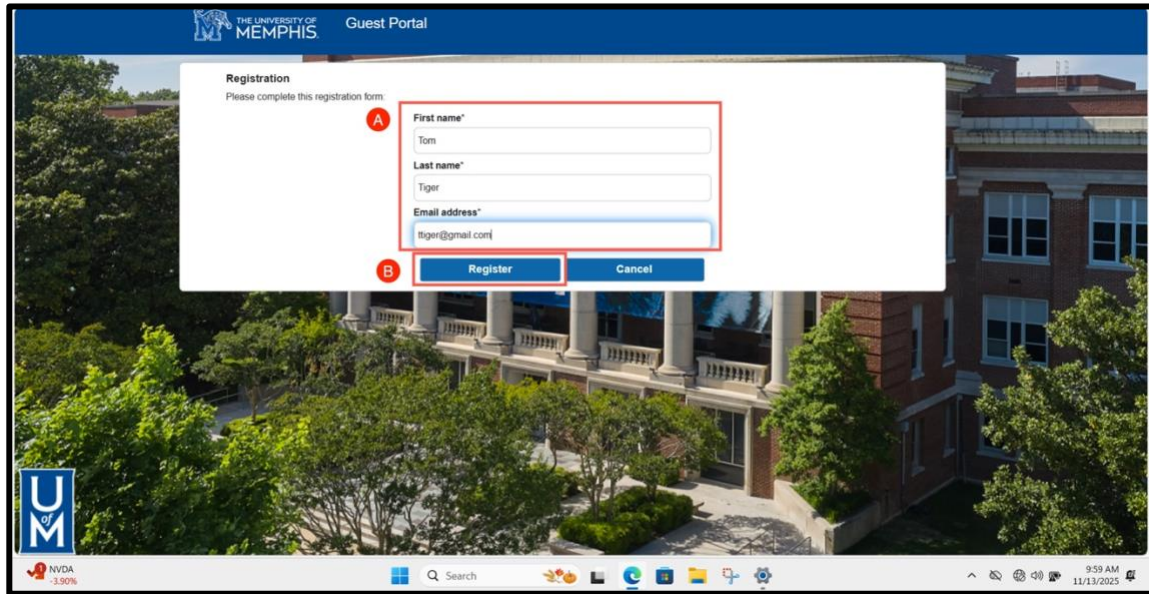
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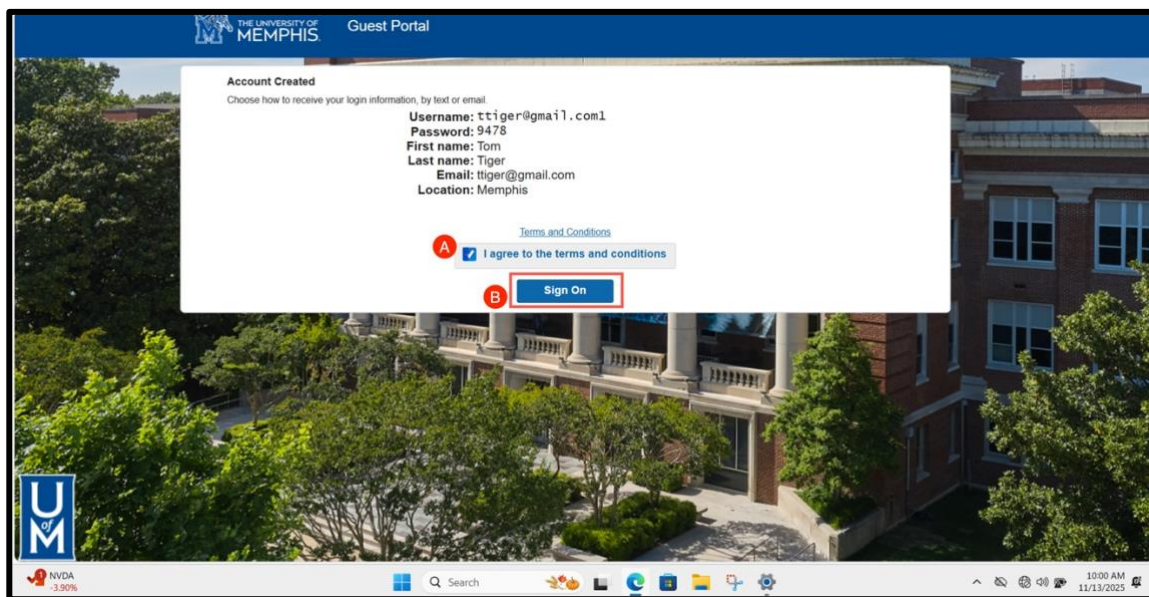


3. **A.** Complete the registration form by filling out the fields Name, Last Name, and email address. **Note:** This must be a personal email address that is a non-UofM email address.



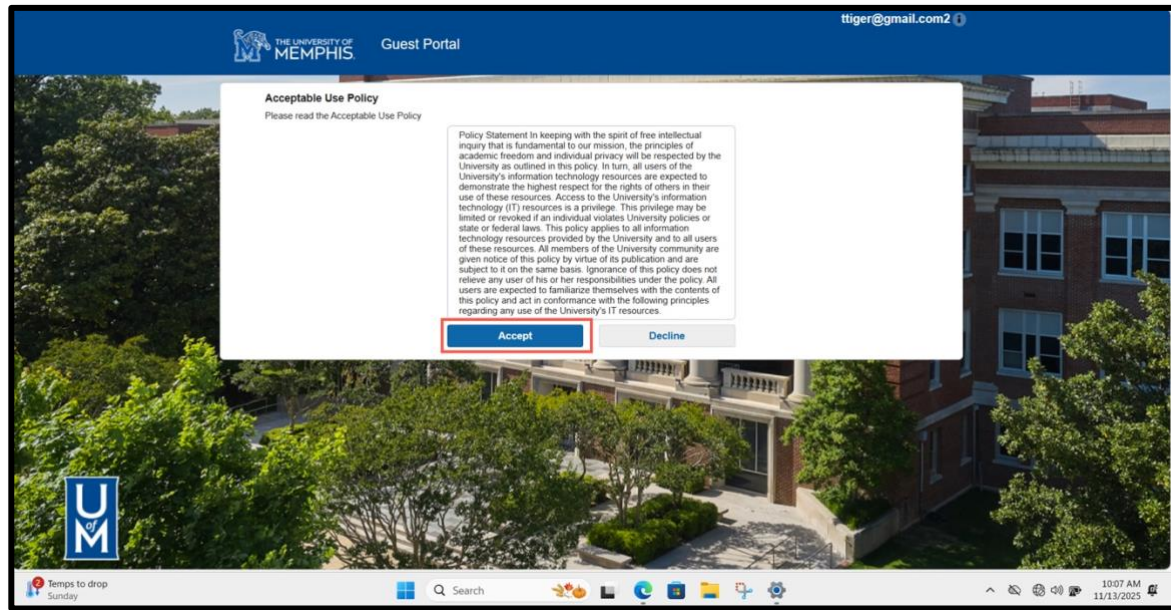
4. **B.)** Click **Register** or Click **Cancel**.

5. **A.)** Click **Agree to Terms & Conditions**, **B).** Click **Sign on**.

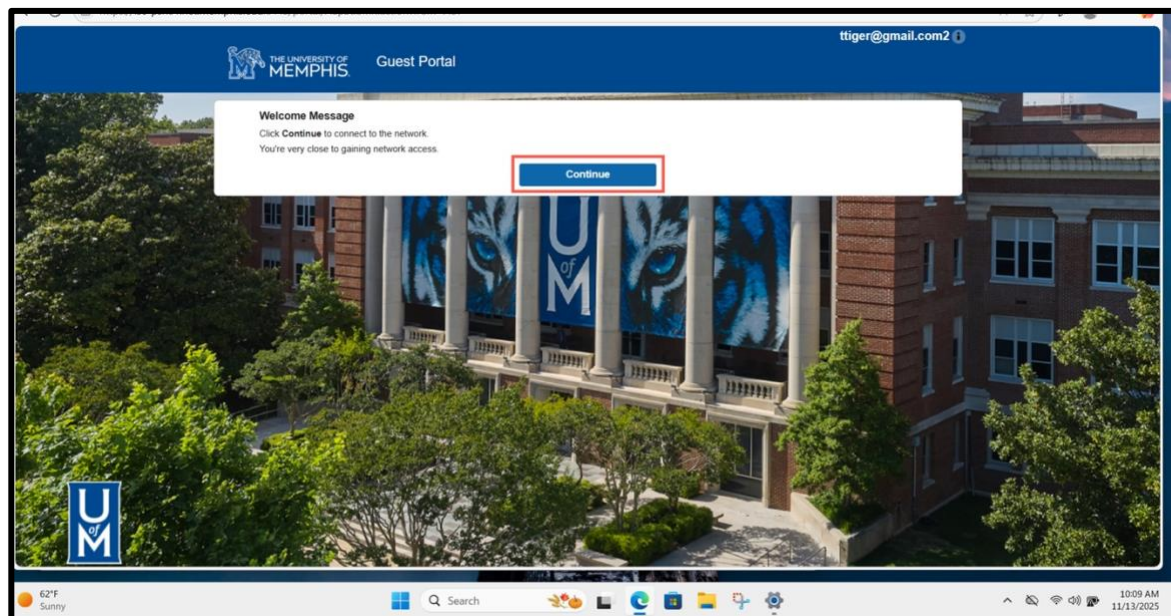




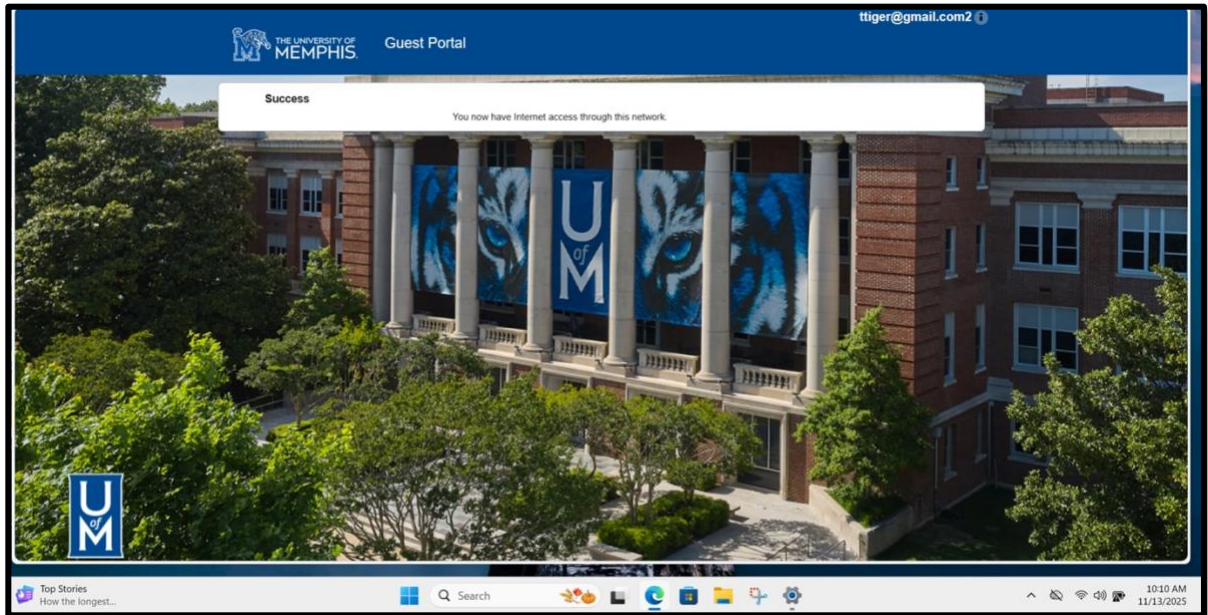
6. Read and **Accept** the Acceptable Use Policy.



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# Locating Help Resources

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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](mailto:umtech@memphis.edu). (**Note:** Using this email will automatically generate a service request.)

## Important Links

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