um-guest Wireless

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Revised: 3/16/26

THE UNIVERSITY OF MEMPHIS

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Purpose

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

Audience

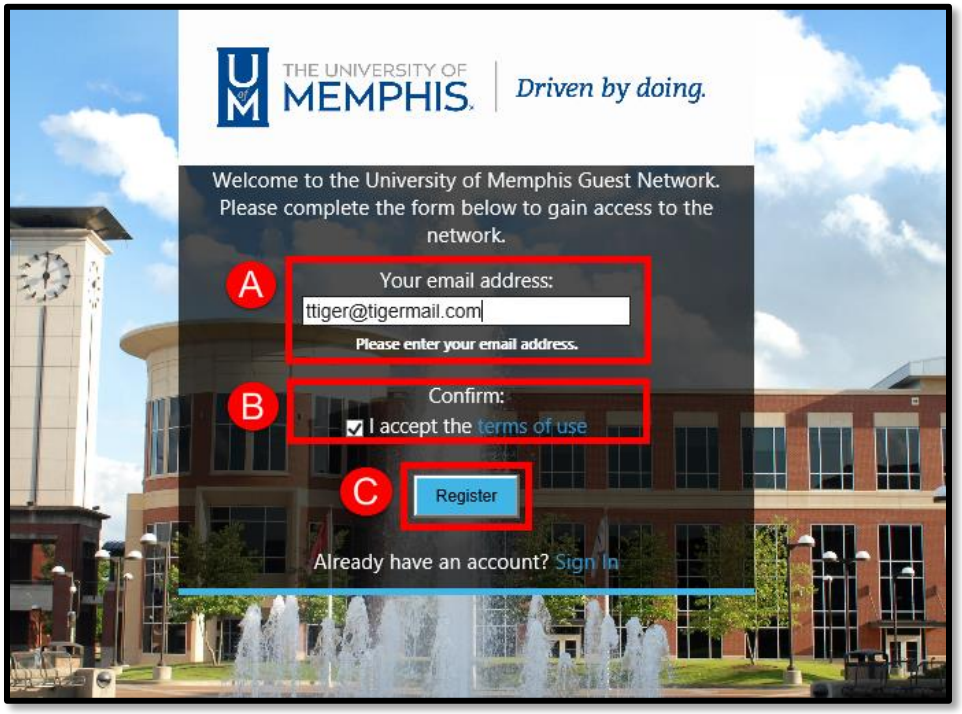
University of Memphis faculty, staff, or students that will be connecting to the on-campus **um-guest** wireless network.

um-guest Wireless

Connecting on a Mac

1. Select **um-guest** wireless from the wireless network menu in the top-right corner of the screen. This will open your default browser.

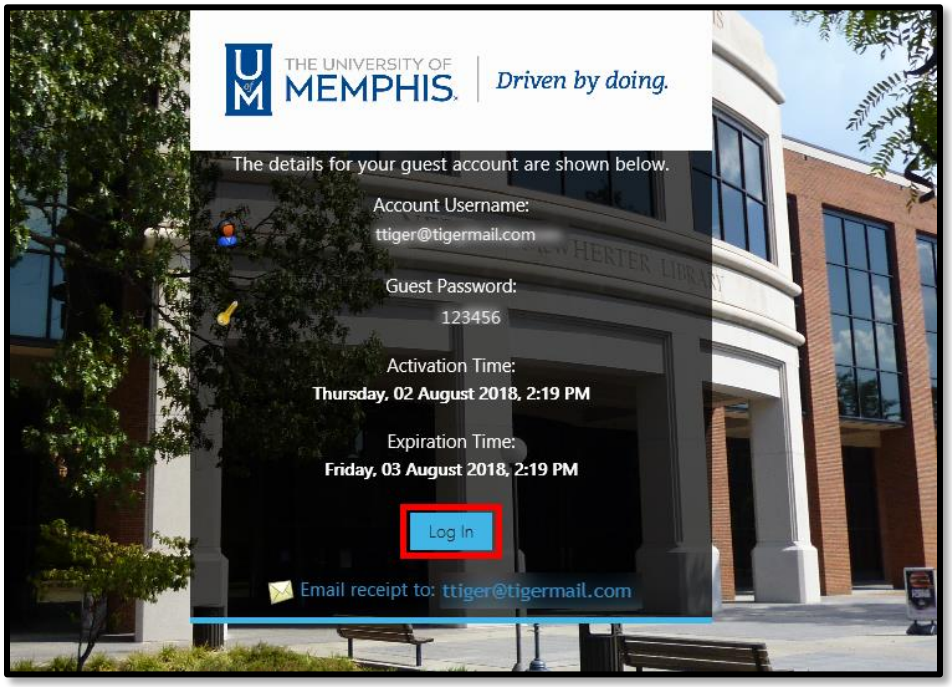
2. You will be asked to enter an **A)** email address. This is a non-UofM affiliated email. (In this example, we used ttiger@tigermail.com.) **B)** Check the **I accept the terms of use** box. **C)** Click **Register**.



3. You will be given the details of your guest account, including a guest password and expiration time for your account and password.

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.*

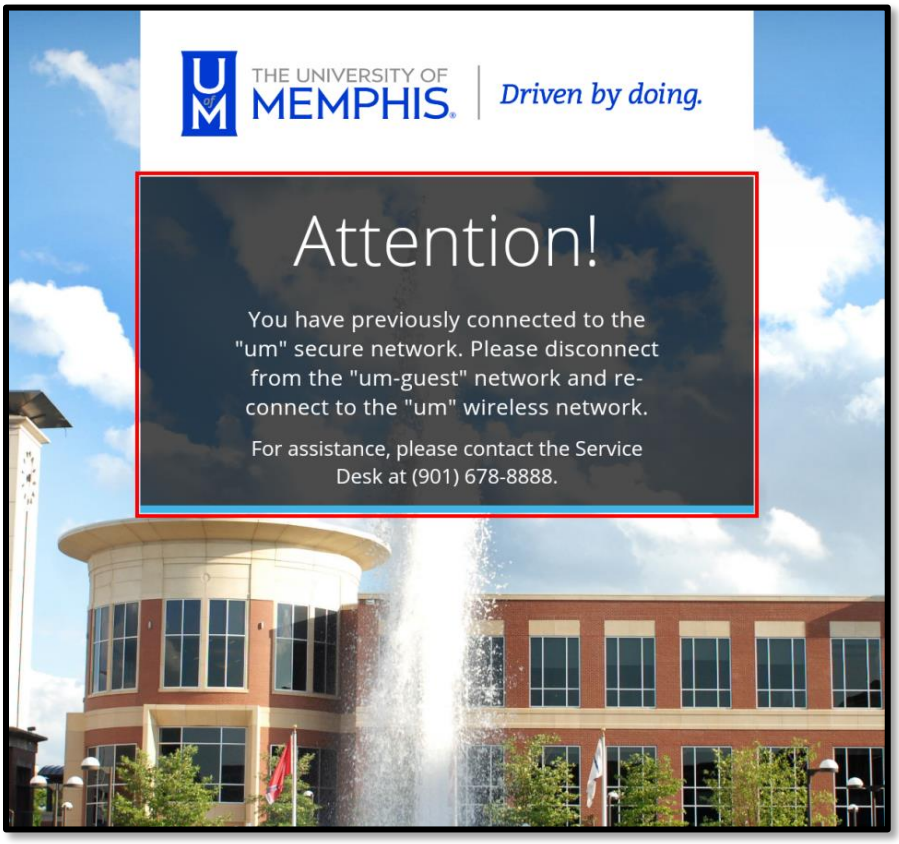
4. Click **Log In**.



5. A window will pop up with the University of Memphis home page. Click **Done**.

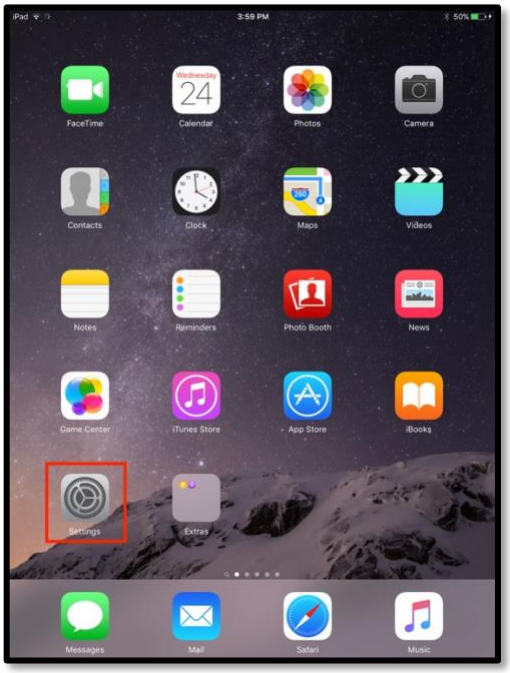
6. You are now connected to the um-guest wireless network.

Note: *If you have previously logged into the UM wireless network, you will receive this message after clicking "Done."*

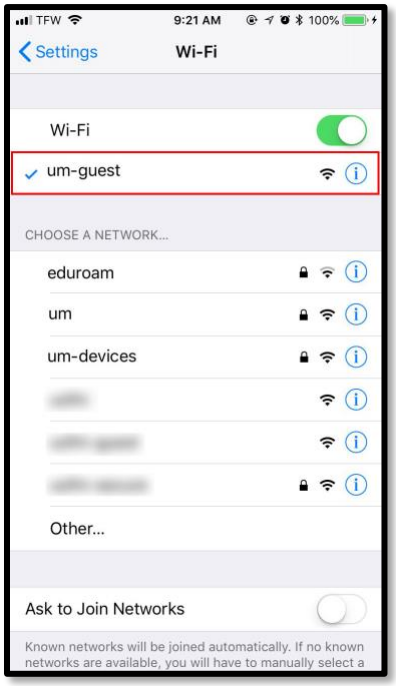


Connecting on an iPad or iPhone

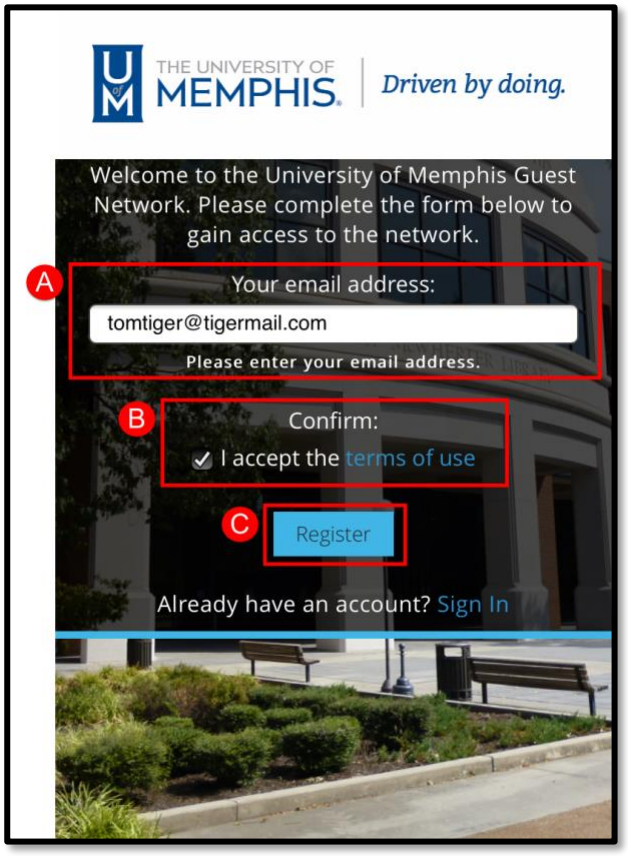
1. Go to your system **Settings**.



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



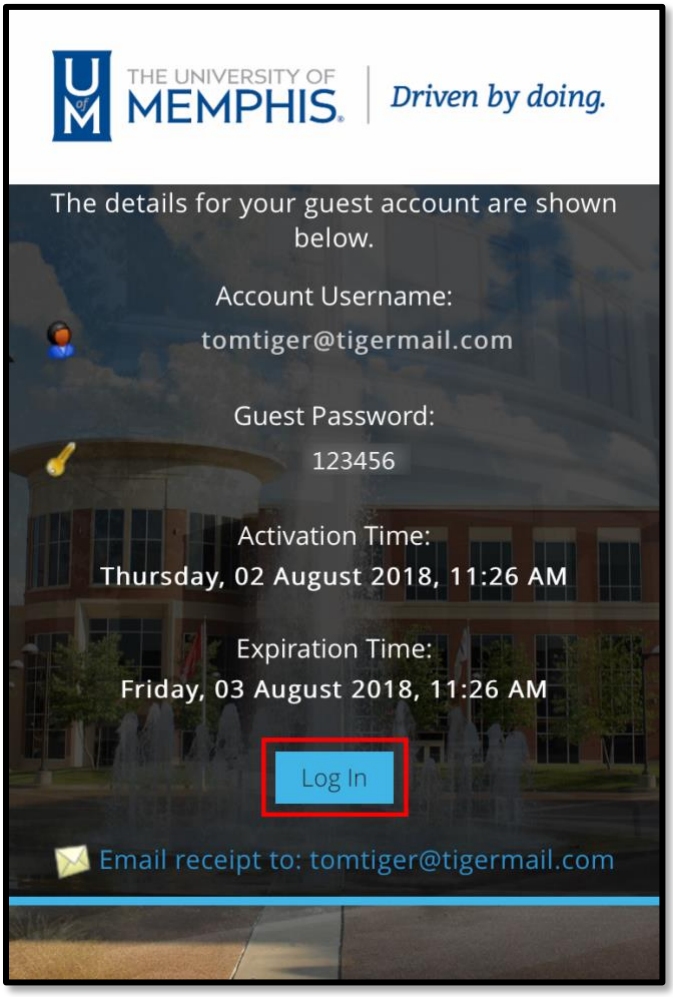
3. You will be asked to enter an **A)** email address. This is a non-UofM affiliated email. (In this example, we used tomtiger@tigermail.com.) **B)** Check the **I accept the terms of use** box. **C)** Click **Register**.



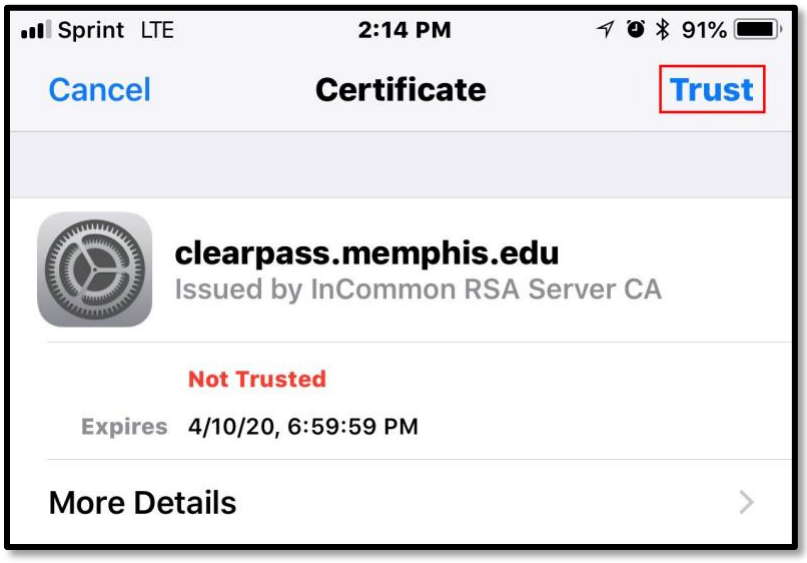
4. You will be given the details of your guest account, including a guest password and expiration time for your account and password.

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.*

5. Click **Log In**.

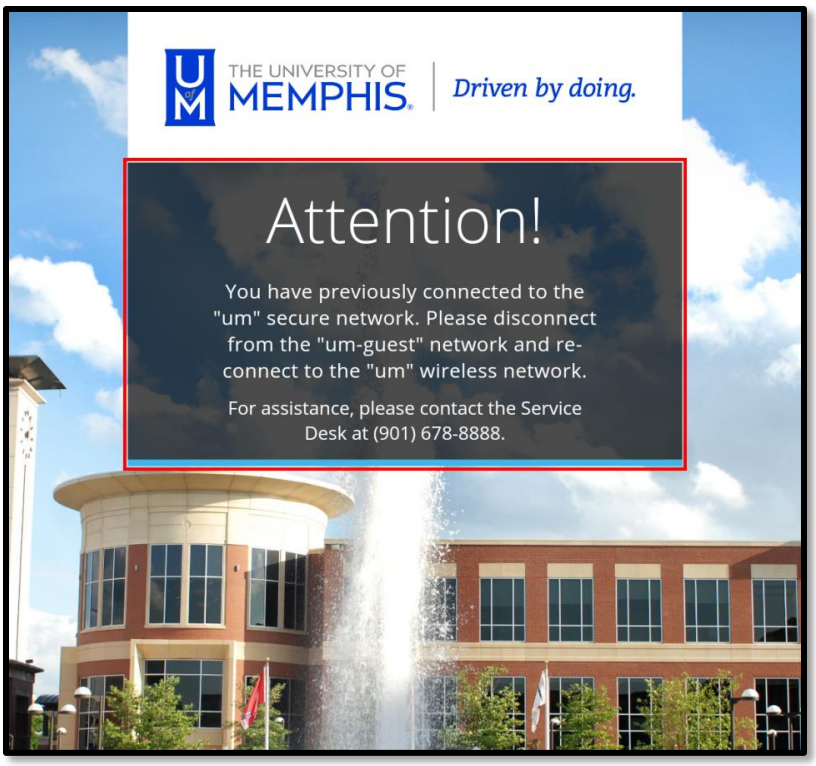


6. A window will pop up asking you to trust the certificate; click **Trust**.



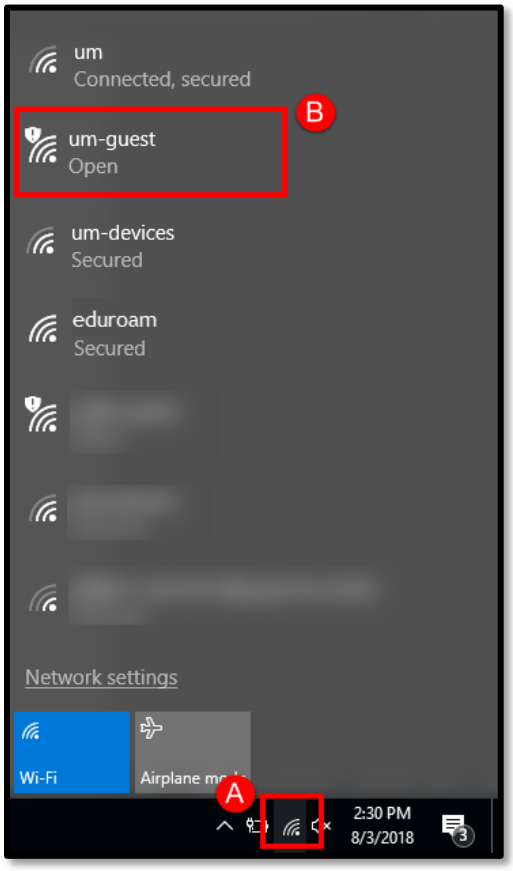
7. You are now connected to the um-guest wireless network.

Note: *If you have previously logged into the um wireless network, you will receive this message after selecting Trust.*

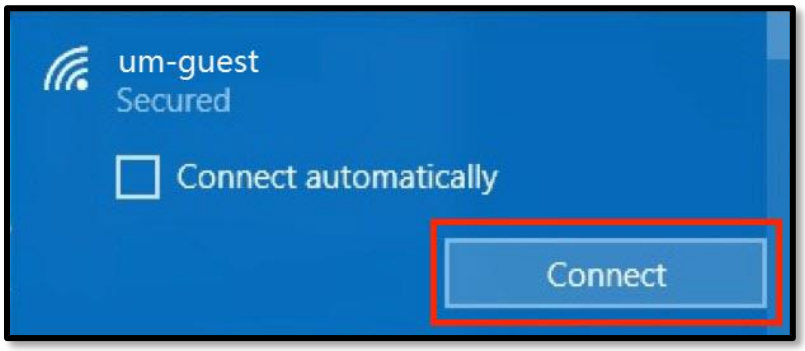


Connecting on a PC - Windows

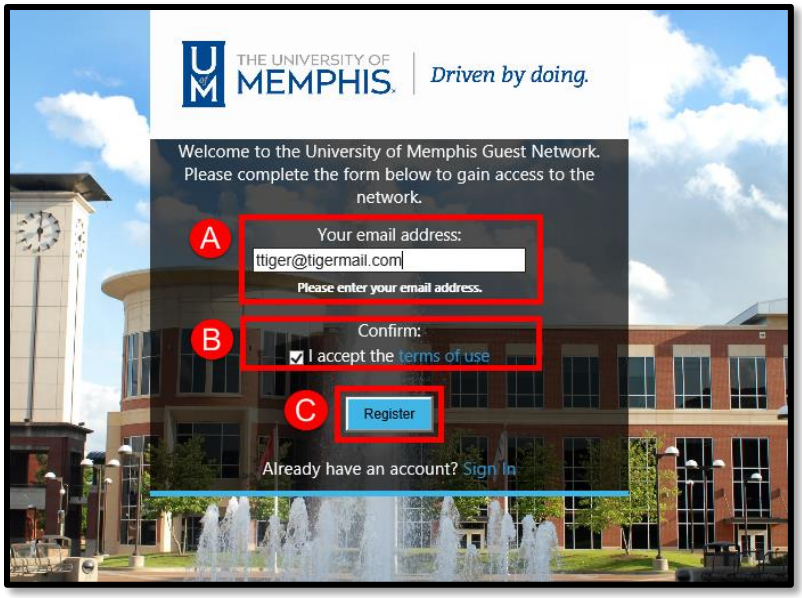
1. From the **A) Network settings**, **B)** select **um-guest** from the list of available wireless networks.



2. Click **Connect**. This will open a window in your default browser.



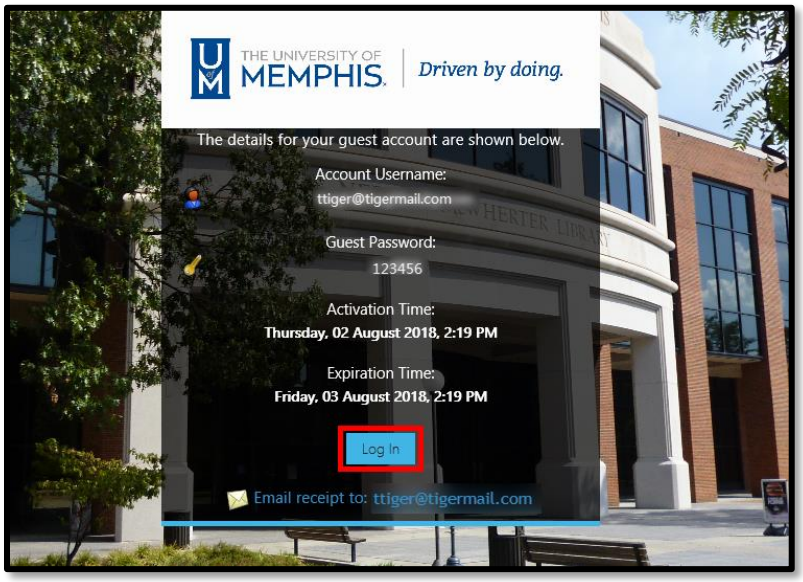
3. You will be asked to enter an **A)** email address. This is a non-UofM affiliated email. (In this example, we used ttiger@tigermail.com.) **B)** Check the **I accept the terms of use** box. **C)** Click **Register**.



4. You will be given the details to your guest account including a guest password and expiration time for your account and password.

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.*

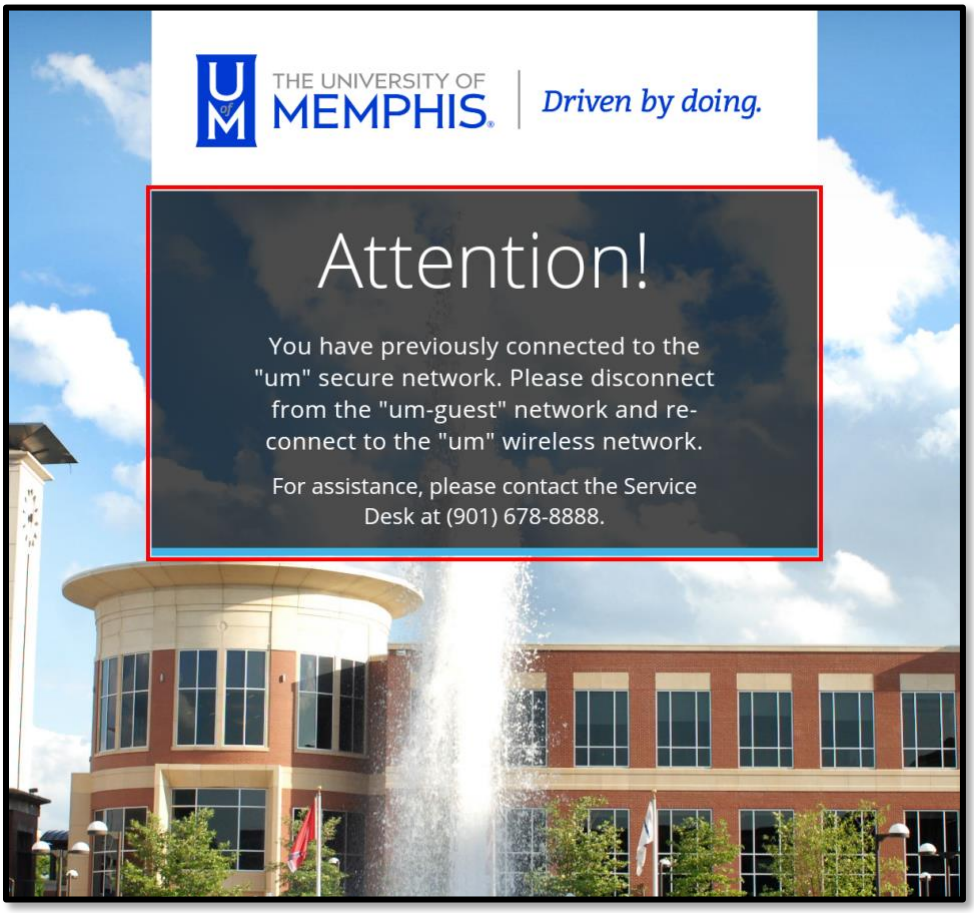
5. Click **Log In**.



6. A window will pop up, asking you to exit the network or to continue. Click **Continue**.

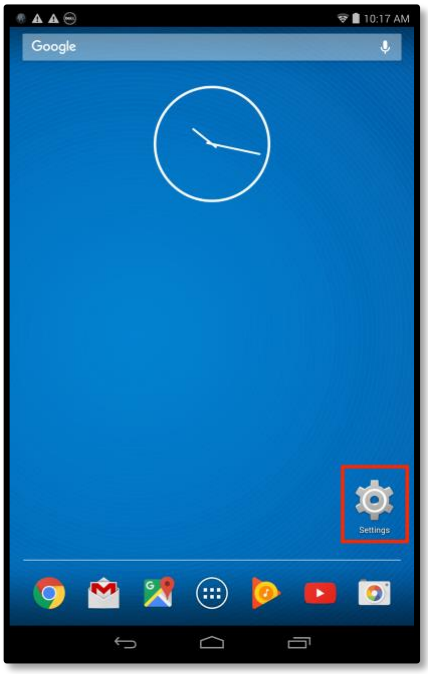
7. You are now connected to the um-guest wireless network.

Note: *If you have previously logged into the um wireless network, you will receive this message after selecting Continue.*



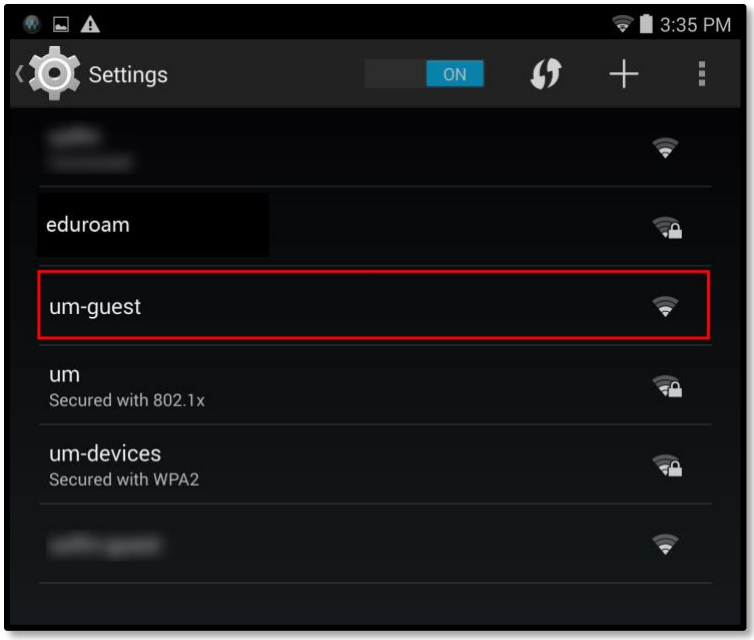
Connecting on an Android or Tablet

1. Go to your device **Settings**.

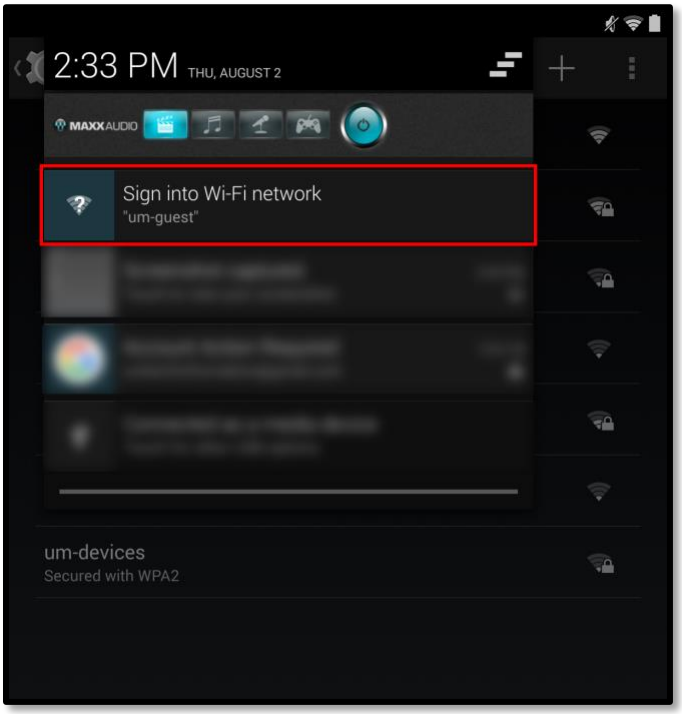


2. Make sure that your **Wi-Fi** has been activated for the device.

3. Select **um-guest** from the wireless networks.



4. You will receive a notification asking you to sign into the Wi-Fi network. Pull down your notifications bar and select **Sign into Wi-Fi network**. You will be prompted to choose a browser.



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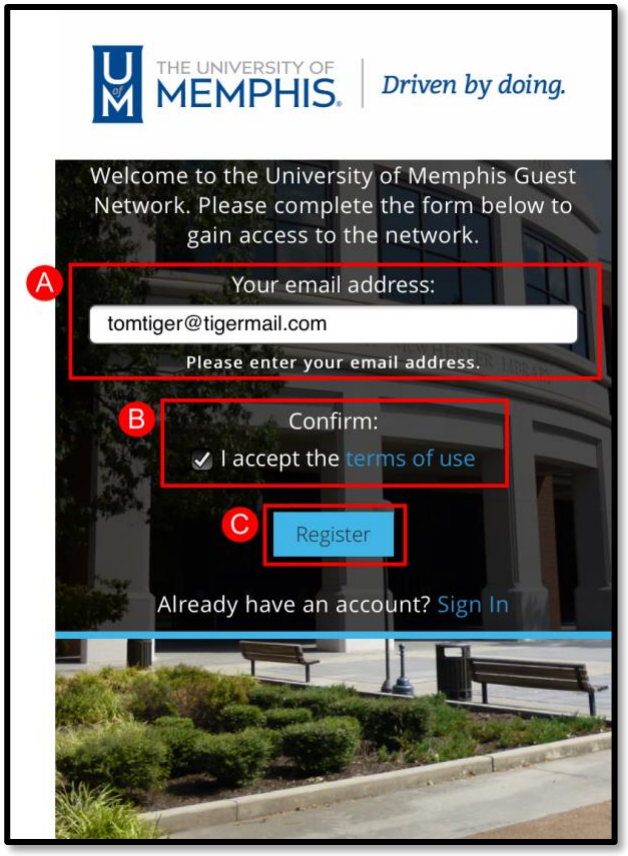
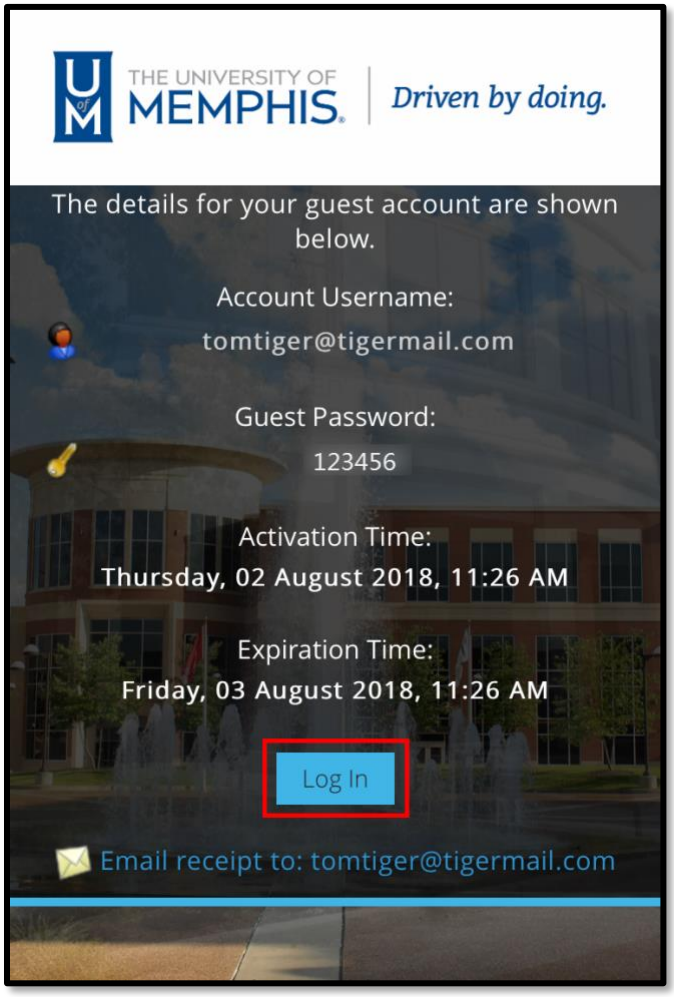

THE UNIVERSITY OF MEMPHIS
Driven by doing.
Welcome to the University of Memphis Guest Network. Please complete the form below to gain access to the network.
A
Your email address:
tomtiger@tigermail.com
Please enter your email address.
B
Confirm:
I accept the terms of use
C
Register
Already have an account? Sign In

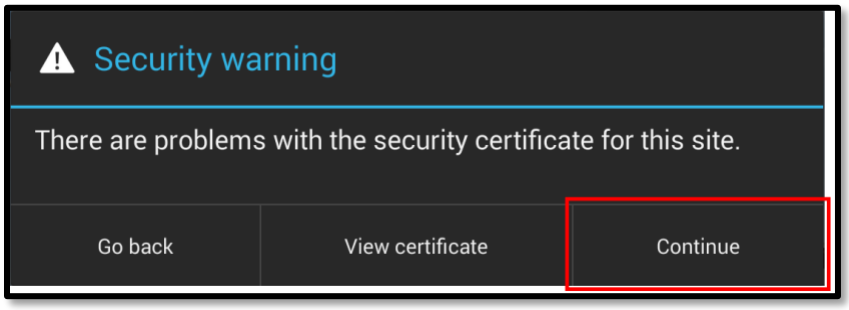
6. You will be given the details to your guest account including a guest password and expiration time for your account and password.

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.*

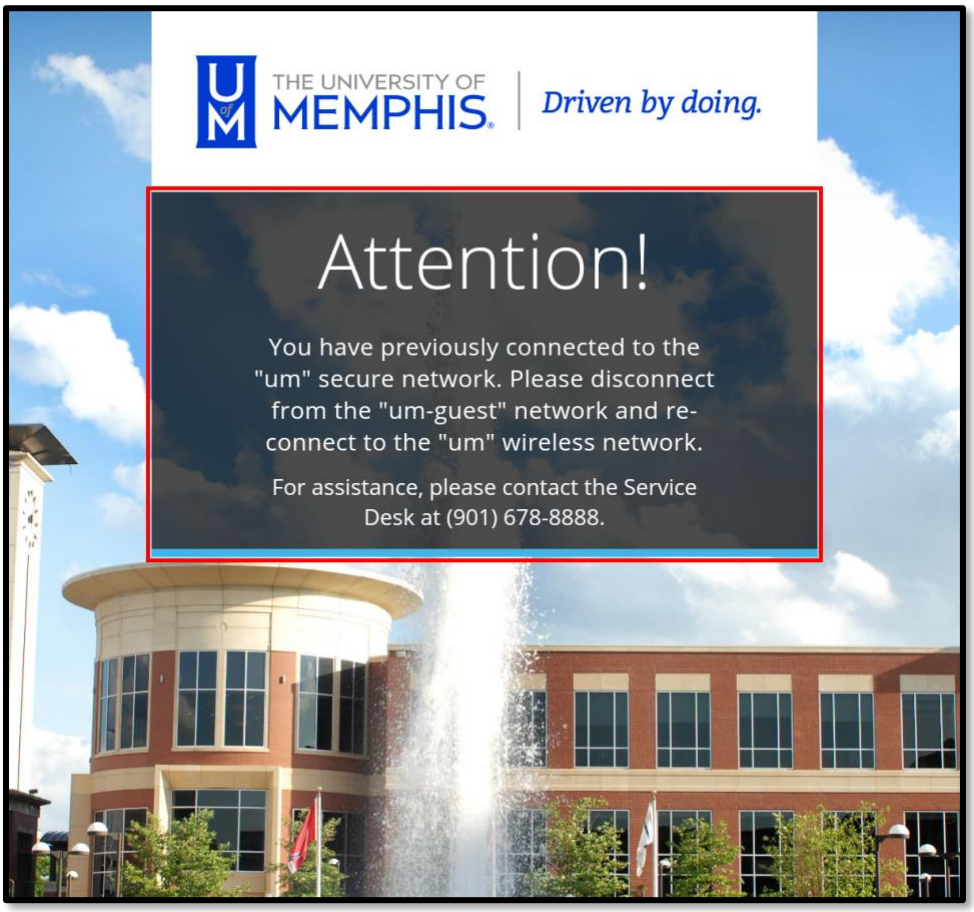
7. Click **Log In**.



8. A window will pop up with a security warning. Select **Continue**.



Note: *If you have previously logged into the um wireless network, you will receive this message after selecting Continue.*



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