um-guest Wireless

umTech
100 Administration Bldg., Memphis, TN 38152
Phone: 901.678.8888
Email: umtech@memphis.edu
umTech Website
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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 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, an email receipt will be sent to the email address you entered confirming your guest account.

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 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, an email receipt will be sent to the email address you entered confirming your guest account.

5. Click Log In.
6. A window will pop up asking you to trust the certificate, click **Trust**.

![Certificate Trust Window]

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.

![Attention Message]

You have previously connected to the "um" secure network. Please disconnect from the "um-guest" network and re-connect to the "um" wireless network.

For assistance, please contact the Service Desk at (901) 678-8888.
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, an email receipt will be sent to the email address you entered confirming your guest account.

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 select a browser.
5. 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.
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, an email receipt will be sent to the email address you entered confirming your guest account.*

7. Click Log In.
8. A window will pop up with a security warning. Select Continue.

![Security warning]

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

![Attention message]

You have previously connected to the "um" secure network. Please disconnect from the "um-guest" network and re-connect to the "um" wireless network.

For assistance, please contact the Service Desk at (901) 678-8888.
Locating Help Resources

umTech offers support to faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

**Submitting a Service Request**

Login URL: [Click here for our service desk ticketing system](#). After logging in, choose the appropriate form request for services.

Contact the ITS Service Desk — **901.678.8888 any day of the week! (Excluding Some Holidays)**

**ITS Service Desk Hours**

Contact the Service Desk for assistance with technical login problems or issues. ALL incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

Voice messages will be checked regularly and receive priority response the following business day. You may also email umTech at umtech@memphis.edu. *(Using this email will automatically generate a service request)*.

**Important Links**

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