um-guest Wireless

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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:

![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 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.

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:*
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**.

![Settings screen]

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

![Wi-Fi settings screen]
3. Select **um-guest** from the wireless networks.

4. You will receive a notification asking you to sign in to 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.

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

umTech offers support to faculty, staff, and students. Upon completing the training covered in this course, faculty, staff, and students can receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm

- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 p.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email umTech, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- Explore the umTech Website
- Search Our Solutions Page