um-guest Wireless

umTech
100 Administration Bldg., Memphis, TN 38152
Phone: 901.678.8888
Email: umtech@memphis.edu
umTech Website
# Table of Contents

- Connecting on a Mac ................................................................. 3
- Connecting on an iPad or iPhone ............................................. 6
- Connecting on a PC - Windows .................................................. 10
- Connecting on an Android or Tablet ........................................ 13
- Locating Help Resources .......................................................... 18
  - Submitting a Service Request ................................................. 18
  - Important Links ........................................................................ 18
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.

   ![Wi-Fi Menu](image)

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**.

   ![Email Entry](image)
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](image)

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, 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.

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, 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