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.

   ![Wireless Network Menu]

   Wi-Fi: On
   Turn Wi-Fi Off
   
   - um-guest
   - um-devices
   - um
   - eduroam

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.

   ![Registration Page]

   Welcome to the University of Memphis Guest Network. Please complete the form below to gain access to the network.

   A) Your email address:
   ttiger@tigermail.com
   Please enter your email address.

   Confirm:
   I accept the terms of use

   C) Register

   Already have an account? Sign In
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_.

![The details for your guest account are shown below.](image)

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!

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**.

![Settings on iPhone]

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

![Wi-Fi settings on iPhone]
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.*

![Attention!](image)
Connecting on a PC - Windows 10

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](image)

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

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

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