um 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  
  Trouble connecting? ............................................................... 5  
Connecting on an iPad or iPhone ............................................. 6  
Connecting on a PC - Windows 10 .......................................... 8  
  Trouble connecting? ............................................................... 10  
Connecting on an Android or Tablet ...................................... 11  
  For Android users 11 or higher ............................................ 14  
Service Desk Request ............................................................ 15  
  Submitting a Ticket .............................................................. 15  
  Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays) ....................................................... 15  
Important Links ....................................................................... 15
Purpose
This training material highlights how to access the um wireless network.

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

Connecting on a Mac

1. Select um wireless from the wireless network menu in the top-right corner of the screen.

2. Check the Remember this network box and sign in with your Username UUID (first part of your email address) and password. Click Join.

Note: This is NOT the administrative password for your computer. Your Username will be the first part of your UofM email address and Password associated with it.
3. Click **Continue**.

4. Sign in with your computer’s administrative password and click **Update Settings**.

5. You are now connected to the um wireless network.
Trouble connecting?

If you have recently changed your password and are having trouble connecting, you may need to forget the network and re-associate your device with the campus network.

1. From the wireless network menu, select Open Network Preferences at the bottom of the dropdown menu.
2. Click Advanced near the bottom right corner.
3. Select the network you want to forget and click the minus symbol under the Preferred Networks section.
4. A window will pop up confirming that you want to forget the network, click Remove.
5. Click OK in the bottom right corner of the window.
6. Click Apply in the bottom right corner of the Network Preferences window.
7. You have removed the network. To re-associate, follow the steps above in Connecting on a Mac.
Connecting on an iPad or iPhone

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

2. Select Wi-Fi, then choose **um** from the list of network choices.
3. Enter your **Username** (UofM uuid) and **Password**. Your **Username** (uuid) will be the first part of your UofM email address and your **Password** is the same as your password for UofM email and myMemphis. In this example, Tom Tiger’s user name is used (ttiger).

   *Note: This is NOT the administrative password for your mobile device.*

4. A window will pop up asking you to trust the certificate. Click **Trust**.

5. You are now connected to the um wireless network.
Connecting on a PC - Windows 10

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

2. Click Connect.
3. You will be prompted to (A) enter your username (first part of your email address) and password. In this example, Tom Tiger’s user name is used (ttiger).

*Note: This is NOT the administrative password for your computer. Your *Username will be the first part of your UofM email address and *Password associated with it.*

4. (B) Click OK.

5. Next, you will receive a Windows Security Alert - *Continue connecting?* Click Connect.

6. You are now connected to the um wireless network.
Trouble connecting?

If you have recently changed your password and are having trouble connecting, you may need to forget the network and re-associate your device with the campus network.

1. Click on the Windows Start button and select **Settings**.
2. Select **Network & Internet**.
3. Under Wireless Network Connection, click **Manage Wi-Fi settings**.
4. Under Manage known networks, select the network you want to forget and click **Forget**.
5. You have removed the network. To re-associate, follow the steps above in **Connecting on a PC - Windows 10**.
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 from the wireless networks.

4. Android users below OS 11 may have to tell the device not to validate the certificate. From the CA certificate menu Select certificate from the drop-down menu.
5. From the CA Certificate drop-down menu select Don’t Validate.

Note: Although it says “No certificate specified. Your connection won’t be private.”, nothing you send will be in cleartext and your connection will still be secure and encrypted.

6. (A) Enter your UUID (first part of your email address) and password. 
Note: This is NOT the administrative password for your device. Your Identity (user name) will be your uuid, the first part of your UofM email address, and the password associated with it. In this example, Tom Tiger’s user name is used (ttiger).

7. (B) Make sure Auto Reconnect is selected, then click Connect.

8. You are now connected to the um wireless network.
For Android users 11 or higher

1. **For Android users 11 or higher**

2. **A.** Clients will now need to select MSCHAPV2 under Phase 2 authentication and **B.** For **Android 11 users only**, they will now select **Online Certificate Status** from the drop-down menu. This will need to be set to **“Request certificate status”** instead of Do not Validate. **C.** Type in “memphis.edu” in the domain field. **D.** Enter your **UUID** and **Password**. **E.** Click **Save**.

3. You are now connected to the um wireless network.
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](mailto:umtech@memphis.edu) (using this email will automatically generate a help desk ticket).

**Important Links**

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