um Wireless

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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.

![Wireless network menu](image)

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

![Wireless network connection](image)

*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. Uuid does not include preferred email address.*
3. Click **Continue**.

![Verify Certificate](image)

**Authenticating to network "um"**

Before authenticating to server "clearpass01", you should examine the server’s certificate to ensure that it is appropriate for this network.

To view the certificate, click 'Show Certificate'.

![Show Certificate](image)

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

![Update Settings](image)

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). Uuid does not include preferred email address.

*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. Uuid does not include preferred email address.*

4. (B) Click OK.

![Login Screen](image)

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

![Security Alert](image)

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**.

![CA Certificate dropdown menu]

*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). Uuid does not include preferred email address.*

![UUID and password entry]

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

![Auto Reconnect and Connect options]

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 (using this email will automatically generate a help desk ticket).

Important Links

- Explore the umTech Website
- Search Our Solutions Page