um Wireless

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

Revised: 3/16/26

THE UNIVERSITY OF MEMPHIS

Table of Contents

Connecting on a Mac 3
Trouble connecting? 5
Connecting on an iPad or iPhone 6
Connecting on a PC - Windows 8
Trouble connecting? 10
Connecting on an Android or Tablet 11
For Android users 11 or higher 14
Locating Help Resources 15

Purpose

This training material highlights how to access the **um** wireless network.

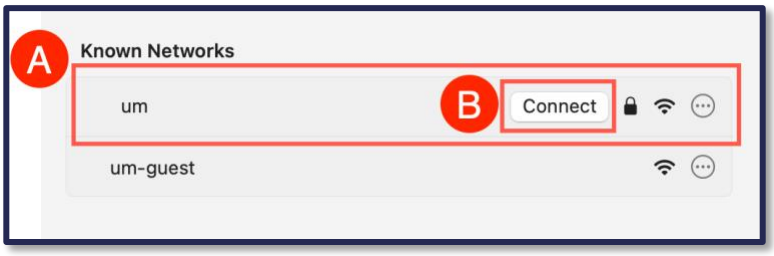
Audience

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

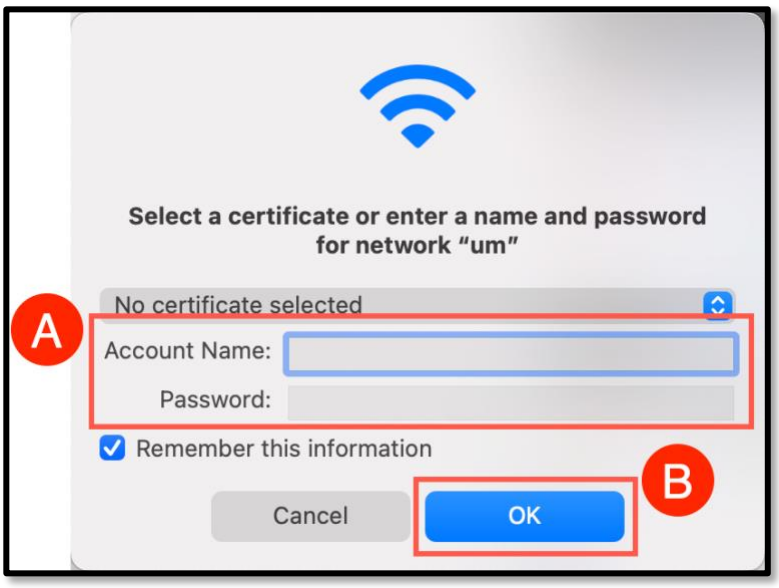
um Wireless

Connecting on a Mac

1. **A)** Select **um** wireless from the wireless network. **B)** Click **Connect.**



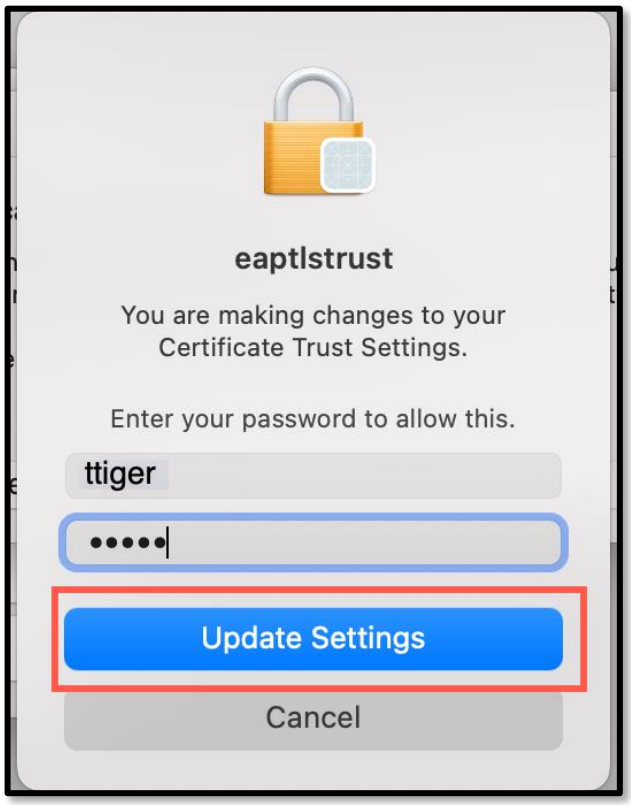
2. Check the **Remember this network box** and **A)** sign in with your Username UUID (first part of your email address) and password. **B)** Click **Join**.



Note: *This is NOT the administrative password for your computer. Your* ***Username*** *will be the first part of your UofM email address and associated password. Uuid does not include a preferred email address.*

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.

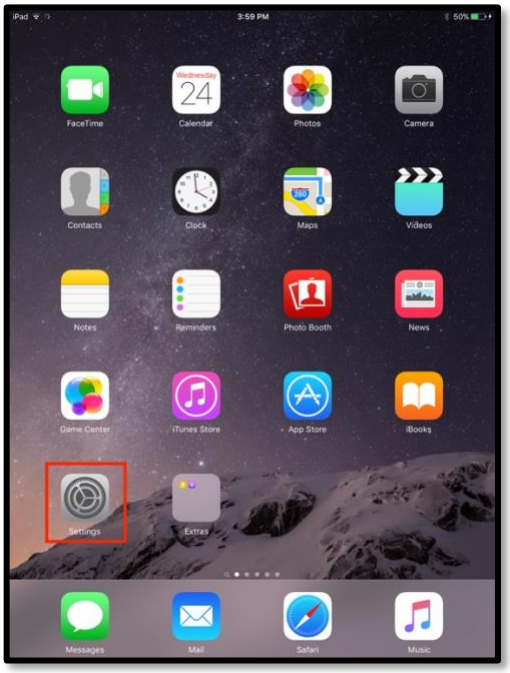
Trouble connecting?

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

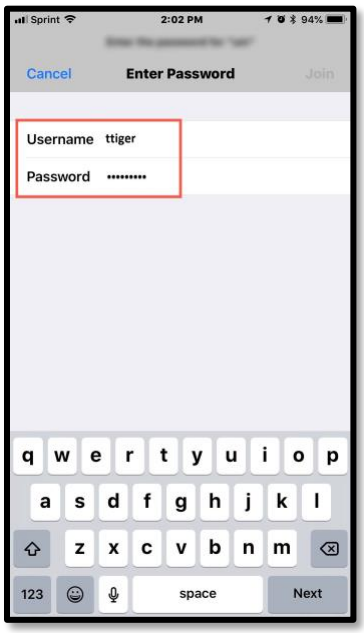
1. Go to your system **Settings**.



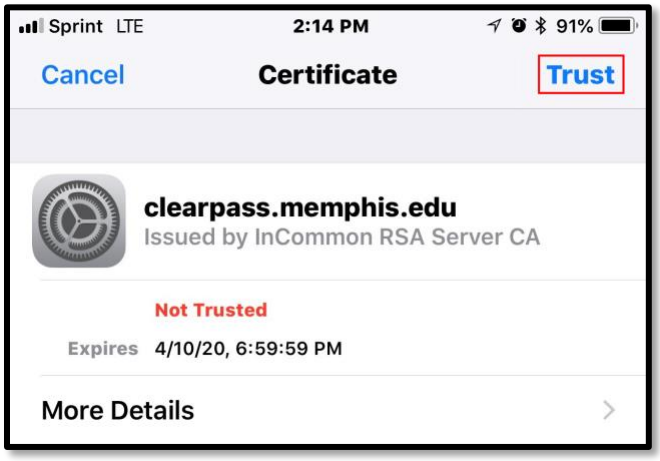
2. Select **Wi-Fi,** then choose **um** from the list of network choices.

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 UofM email and myMemphis password. In this example, Tom Tiger's username is used (ttiger). Uuid does not include a 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**.

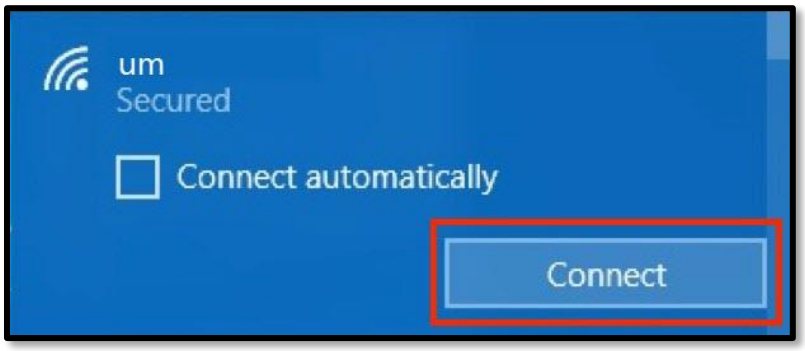


5. You are now connected to the um wireless network.

Connecting on a PC - Windows

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 username 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* ***associated password****. uuid does not include preferred email address.*

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.

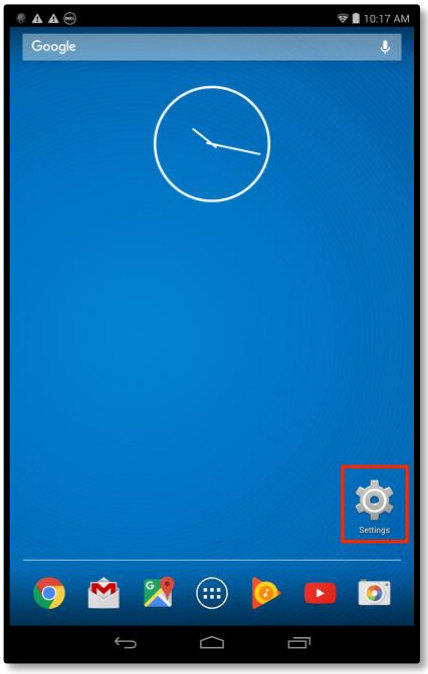
Trouble connecting?

If you have recently changed your password and need help connecting, you may need to forget the network and re-associate your device from 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 to Connect **on a PC – Windows**.

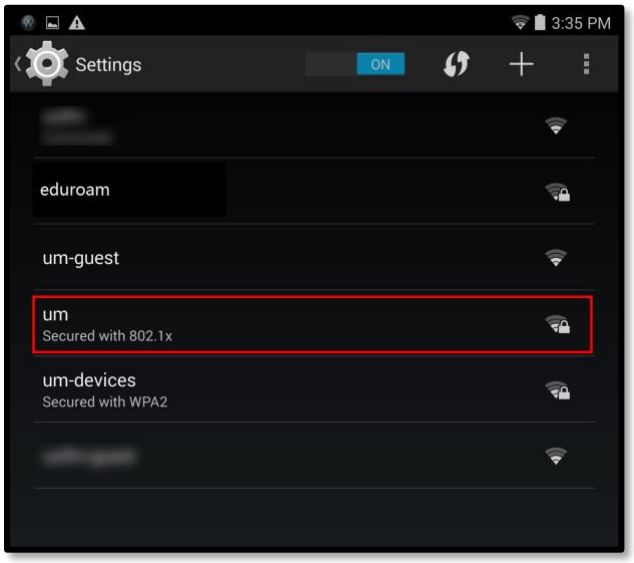
Connecting on an Android or Tablet

1. Go to your device **Settings**.

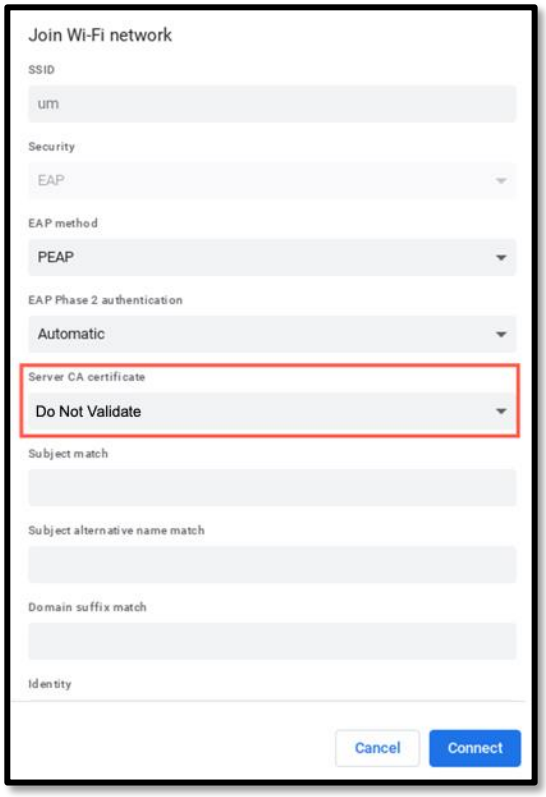


2. Make sure that your **Wi-Fi** has been activated for the device.

3. Select **um** from the wireless networks.



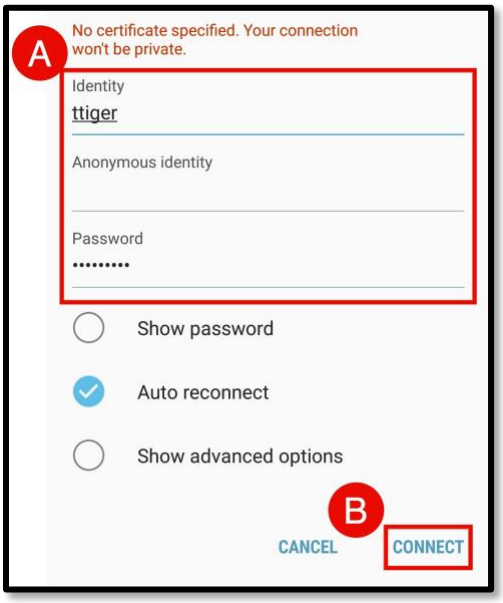
4. From the **Server CA certificate** menu **Do Not Validate** or **Don't Validate** *(Depending on the OS)* from the drop-down menu.



5. From the **Server CA Certificate** drop-down menu select **Do Not Validate**. Next click connect.

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*** *(username) will be your uuid, the first part of your UofM email address, and the password associated with it. In this example, Tom Tiger's username is used (ttiger). Uuid does not include preferred email address.*

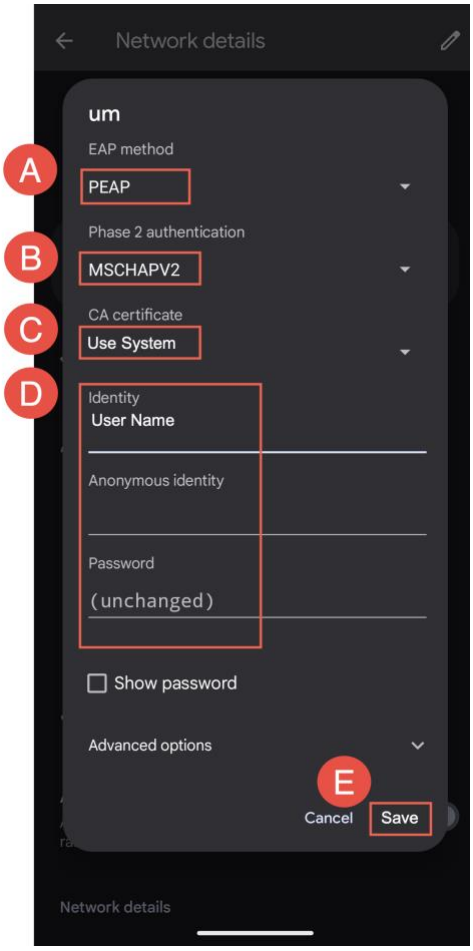
7. (B) Make sure **Auto Reconnect** is selected, then click **Connect**.



8. You are now connected to the um wireless network.

For Android users 11 or higher

1. **A.)** Select PEAP as Eap method. **B.)** Select MSCHAPV2 under Phase 2 authentication **C.)** Select Use System from the drop-down menu. **D.)** Enter your **UUID** and **Password**. **E.)** Click **Save**. ***Note:*** *If the system asks for a domain type memphis.edu in the domain field.*



2. You are now connected to the um wireless network.

Locating Help Resources

umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request
Login URL: Click here to access our service desk ticketing system. After logging in, choose the appropriate form to request 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. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or submit a service request.

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at umtech@memphis.edu. *(**Note:** Using this email will automatically generate a service request.)*

Important Links

Explore the umTech Website
Search the Solutions Page