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.

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. Uuid does not include 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 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.*

   ![Username and Password Entry](image)

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

   ![Certificate Trust Window](image)

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.

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 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.

![Server CA certificate drop-down menu](image)

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.*

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

![Username and password input fields](image)

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, 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. (Using this email will automatically generate a service request).

Important Links
Explore the umTech Website
Search the Solutions Page