Table of Contents

Connecting on a Mac .................................................................................................................. 3
  Trouble connecting? .................................................................................................................. 5
Connecting on an iPad or iPhone ............................................................................................... 6
  Trouble connecting? .................................................................................................................. 8
Connecting on a PC - Windows 7 ............................................................................................... 9
  Trouble connecting? .................................................................................................................. 11
Can’t connect using first method for Windows 7? Use this one: ........................................... 12
Connecting on a PC - Windows 10 .......................................................................................... 20
  Trouble connecting? .................................................................................................................. 22
Connecting on an Android or Tablet ......................................................................................... 23
Service Desk Request ............................................................................................................... 26
  Submitting a Ticket .................................................................................................................. 26
  Call the ITS Service Desk (901.678.8888) any day of the week! ......................................... 26
    (Excluding Some Holidays) .................................................................................................. 26
Important Links ......................................................................................................................... 26
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**.

![Picture of Verify Certificate window]

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

![Picture of Certificate Trust 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.
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. Go to your system Settings and select Wi-Fi.
2. Select the network you want to forget and tap Forget This Network.
3. A window will pop up confirming that you want to forget the network, tap Forget.
4. You have removed the network. To re-associate, follow the steps above in Connecting on iPad or iPhone.
Connecting on a PC - Windows 7

1. From the (A) Network settings, (B) choose um from the list of available wireless networks. Check the Connect Automatically box and click Connect.

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

   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. (B) Click OK.
4. Next, you will receive a Windows Security Alert - *The connection attempt could not be completed*. Click Connect.

![Windows Security Alert]

Note: Although it says “The Credentials provided by the server could not be validated. We recommend that you terminate the connection and contact your administrator with the information provided in the details. You may still connect but doing so exposes you to security risk by a possible rogue server.”, nothing you send will be in cleartext and your connection will still be secure and encrypted.

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. Right click on the Network Settings and select **Open Network and Sharing Center**.
2. In the left column, select **Manage wireless networks**.
3. Right-click on the network you want to forget and select **Remove network**.
4. A window will pop up asking **Are you sure you want to remove this network?**
   Click **Yes**.
5. You have removed the network. To re-associate, follow the steps above in **Connecting on a PC - Windows 7**.
Can’t connect using first method for Windows 7? Use this one:

1. Open **Wireless Network Settings**.

2. From wireless settings, Click **Open Network and Sharing Center**.
3. In the **Network and Sharing Center**, select **Manage Wireless Networks**.
4. From Manage Wireless Networks, select Add.

5. Select Manually Create a network profile.

6. Now enter information for the wireless network um. A) Type um for Network Name. For Security Type, Select WPA2-Enterprise. For Encryption type, select AES. B) Click Next.
7. From the **Security** tab, check the box, **Remember my credentials for this connection each time I’m logged on.** Click on **Settings**.

![Security tab with Remember credentials checked](image1)

8. From **Protected EAP Properties**, select **Configure**.

![Protected EAP Properties](image2)
9. A) Make sure the box under “When connecting: Automatically use my windows logon name and password (and domain if any). is NOT checked. B) Click, OK.

10. Next, click on Advanced Settings.
11. A) Make sure the box is checked beside Specify Authentication Mode. Select User Authentication from drop-down menu. B) Click OK.

12. A) A Windows Security window will appear. Enter your UUID (first part of your email address) and password. B) Click OK.

*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.*
13. Next, the advanced settings window will appear. Click OK.

14. You will then receive a Windows Security Alert. The Alert will say “The connection attempt could not be completed”. Click Connect.
15. Next a window should pop up asking you to set Network Location. Select **Public Network**.

![Set Network Location window]

16. 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. Some Android users 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**.

![](image)

*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**.

![](image)

8. You are now connected to the um wireless network.
Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff, and students. Upon completing the training covered in this course; faculty, staff and students are able to 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 is available from 8:00 a.m. - 11:59 p.m., seven days a week (excluding some holidays). 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 12:00 a.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 The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- Explore the umTech Website
- Center for Teaching and Learning (CTL) Website
- Search our Training and Documentation