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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.
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**.

![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'.

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

![Certificate Trust Settings](image)

**You are making changes to your Certificate Trust Settings. Type your password to allow this.**

Username: tomtiger

Password: ********

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**.

![Settings screen with Wi-Fi option]({image-url})

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

![Wi-Fi selection screen]({image-url})
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.

![Password Entry](image1)

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

![Security Alert](image2)

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.

![Android settings for um network]

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 from the drop-down menu.

![Android settings for server CA certificate]
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** (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**.

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 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 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