

# Sponsored Accounts

Multiple

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## **Purpose**

This training material highlights requesting a Sponsored Account (multiple requests, three or more users).

## **Audience**

This documentation is designed for university faculty and staff requesting a Sponsored Account (multiple requests).

## Sponsored Accounts—Sponsor (Multiple Requests)

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These instructions are for requesting multiple (3 or more) Sponsored Accounts. If you need to request fewer than 3 accounts, you will need to follow the instructions for Multiple Accounts Request and use [this Excel template](#).

To request an account for an individual, you must fill out the appropriate form [umTech Help Desk website](#). Using the correct form will ensure the request is routed to the designated data entry personnel. You will need to fill out a new form for each request.

Before you begin, ensure you have the following information for the person requesting the account. The following data is needed for each individual to ensure their account is created correctly:

- Banner ID (or last 4-digits of the SSN)
- A personal email address (not a University of Memphis email)
- First and Last name (middle initial, if possible)
- Date of birth
- Start and end dates for the account (may not exceed one year)

A Multiple Sponsored Account Template can help you with this data submission. After filling this out, you must upload (attach) it to the Helpdesk form in step 7.

End dates/expiration for accounts:

- Thirty (30) days before the account expires, the sponsor and the account holder will receive a notice informing them about the expiration.
- If the sponsor wants to renew the account, he/she must complete the Helpdesk form again as if it were a new request.

## Renewals

- If credentials have been established previously with the University, these will continue to work.
- Alternatively, if the user has established their Security Questions and Answers, they can use [the password reset functionality](#) to regain access to their account.
- The University of Memphis Service Desk can also assist users in regaining access to their accounts. Call 901.678.8888.

1. Go to the [umTech Help Desk website](#) and log in with your UUID and password. Authenticate with DUO.

The screenshot shows the 'Login to IT Service Desk' page. At the top is the University of Memphis logo. Below it is a login form with fields for 'UUID' (with an example 'e.g., jsmith') and 'Password'. To the right of the form are links: 'Forgot your username?', 'Reset your password?', 'Initialize your account?', and 'Need help?'. A blue 'Login' button is at the bottom of the form. Below the form is a small disclaimer: 'By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UM1535)'.

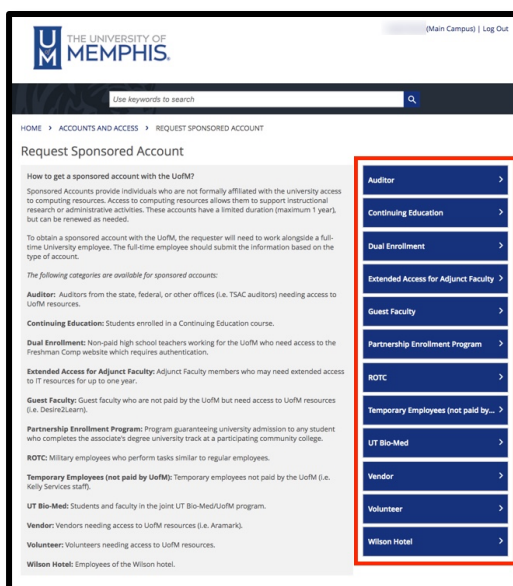
2. Click the **Accounts and Access** tile.



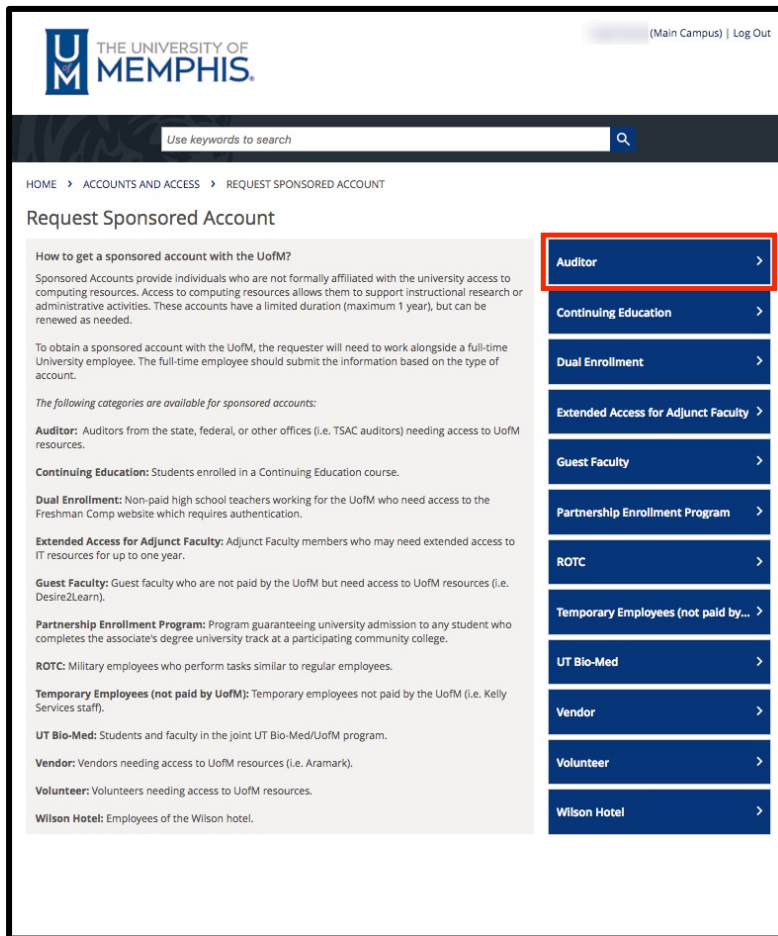
### 3. Select **Request Sponsored Accounts** from the tiles to expand to reveal **Sponsored Accounts**.



### 4. Below **Request Sponsored Account** is a list of the different types of accounts with descriptions of each. To the right of the listed items are forms for each of the different **Sponsored Accounts**.



5. Click from the list of Sponsored Accounts. In this example, we will click on Auditor.



THE UNIVERSITY OF  
MEMPHIS®

(Main Campus) | Log Out

Use keywords to search

HOME > ACCOUNTS AND ACCESS > REQUEST SPONSORED ACCOUNT

### Request Sponsored Account

**How to get a sponsored account with the UofM?**

Sponsored Accounts provide individuals who are not formally affiliated with the university access to computing resources. Access to computing resources allows them to support instructional research or administrative activities. These accounts have a limited duration (maximum 1 year), but can be renewed as needed.

To obtain a sponsored account with the UofM, the requester will need to work alongside a full-time University employee. The full-time employee should submit the information based on the type of account.

The following categories are available for sponsored accounts:

**Auditor:** Auditors from the state, federal, or other offices (i.e. TSAC auditors) needing access to UofM resources.

**Continuing Education:** Students enrolled in a Continuing Education course.

**Dual Enrollment:** Non-paid high school teachers working for the UofM who need access to the Freshman Comp website which requires authentication.

**Extended Access for Adjunct Faculty:** Adjunct Faculty members who may need extended access to IT resources for up to one year.

**Guest Faculty:** Guest faculty who are not paid by the UofM but need access to UofM resources (i.e. Desire2Learn).

**Partnership Enrollment Program:** Program guaranteeing university admission to any student who completes the associate's degree university track at a participating community college.

**ROTC:** Military employees who perform tasks similar to regular employees.

**Temporary Employees (not paid by UofM):** Temporary employees not paid by the UofM (i.e. Kelly Services staff).

**UT Bio-Med:** Students and faculty in the joint UT Bio-Med/UofM program.

**Vendor:** Vendors needing access to UofM resources (i.e. Aramark).

**Volunteer:** Volunteers needing access to UofM resources.

**Wilson Hotel:** Employees of the Wilson hotel.

- Auditor >
- Continuing Education >
- Dual Enrollment >
- Extended Access for Adjunct Faculty >
- Guest Faculty >
- Partnership Enrollment Program >
- ROTC >
- Temporary Employees (not paid by... >
- UT Bio-Med >
- Vendor >
- Volunteer >
- Wilson Hotel >

**6. Provide all requested information in the appropriate fields, paying particular attention to the following:**

*Note: You will need to fill in all the areas indicated by orange as they are required to process the ticket.*

**Sponsored User Information:** This is the account holder's personal information, the person using the account.

**Sponsoring User Information:** When the UUID is asked for in this section, this is your UUID (the person requesting the account, NOT using it).

**Additional Information:** This area is for you to provide your information as the requestor. Some of this is pre-populated by the database but double-check to be sure it is correct. You can enter additional information, urgency, and phone number.

The screenshot shows the 'Auditor' page for requesting a sponsored account. The form is divided into several sections:

- Header:** University of Memphis logo, navigation links (HOME, ACCOUNTS AND ACCESS, REQUEST SPONSORED ACCOUNT, AUDITOR), and a search bar.
- Auditor Section:** Includes a title 'Auditor' and a description: 'Auditors from the state, federal, or other offices (i.e. TSAC auditors) needing access to UofM resources.' It also provides links for Helpdesk tickets, Guest Identification Card requests, and parking services.
- Caller Information:** Fields for Name, Campus (Main Campus), Telephone Number (901) 678-..., Email (@memphis.edu), Department (ITS Support Teaching and Learning), and Room (Caller).
- Sponsored User Information:** Fields for Banner ID, Personal Email Address, Full Name, and Date of Birth.
- Sponsoring User Information:** Fields for UUID (e.g. t1ger3), Why is the account needed?, Date/TimeStart Date for the Account, End Date for the Account, and Additional Information.
- Alternate Phone Number:** Fields for Alternate Phone Number, Priority, and Add Attachment (with an 'Attach file' button).
- Submit:** A blue 'Submit' button at the bottom right.
- Possible solutions:** A sidebar on the right with links to various help topics, such as 'How do I request a sponsored account?', 'How do I request a guest account?', 'How do I request a My Mediasite account?', 'What is an Account Code?', 'How do I initialize my account?', 'How can I make Interlibrary Loan (ILL) requests online?', 'Can I add money to my Dining Dollars account?', 'How do I request a transcript for students if I do not have an active myMemphis', and 'The client is a student in the Finish Line program and needs assistance with acc'.



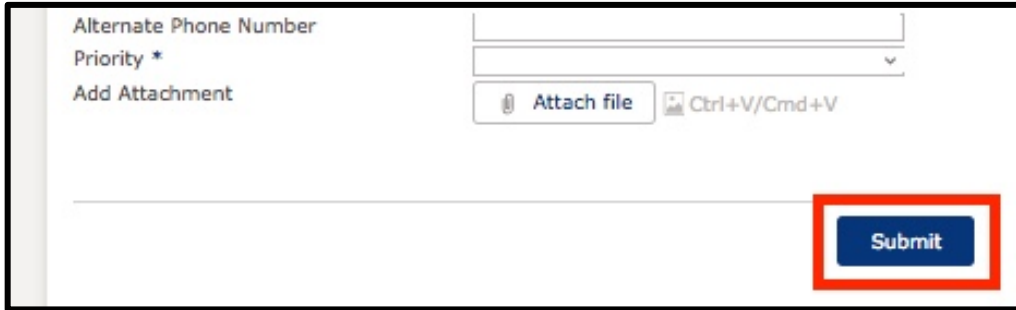
7. Before you begin, you should be sure you have the following information for the people you are requesting an account for. The following data is needed for each individual to ensure their account is created correctly:
- Banner ID (or last 4-digits of the SSN)
  - A personal email address (not a University of Memphis email)
  - First and Last name (middle initial, if possible)
  - Date of birth
  - Start and end dates for the account (may not exceed one year)

[A Multiple Sponsored Account Template](#) is available as a starting point to help you with this data submission. You can submit the information for multiple accounts in an Excel spreadsheet format and attach the Excel file to the ticket. You can add the Excel file as an Attachment and notes. Click Choose File, then browse to select your data file to upload (attach).



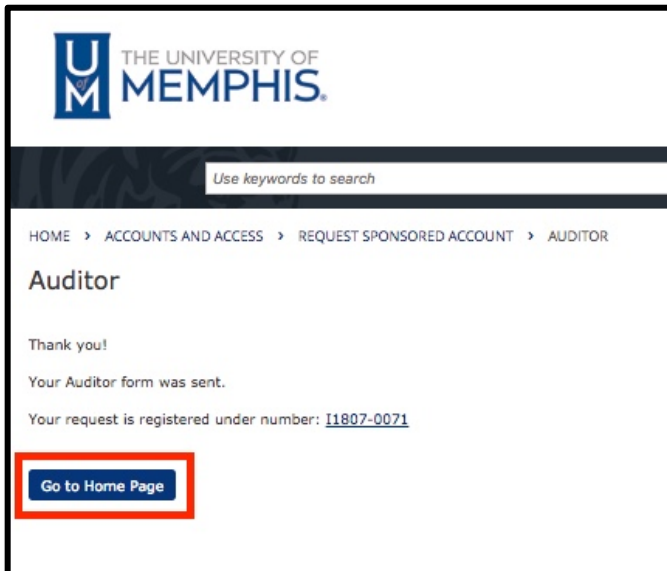
The screenshot shows a web form with the following labels on the left: "Alternate Phone Number", "Priority \*", and "Add Attachment". On the right, there are three empty input fields. Below the third input field, there is a button labeled "Attach file" with a paperclip icon, which is highlighted by a red rectangular box. To the right of the "Attach file" button, the text "Ctrl+V/C" is partially visible.

8. After all information is filled in, click **Submit**. The Submit button is located at the bottom of the service request window.



The screenshot shows a service request form with fields for "Alternate Phone Number", "Priority \*" (a dropdown menu), and "Add Attachment" (with an "Attach file" button and a "Ctrl+V/Cmd+V" prompt). At the bottom right, a blue "Submit" button is highlighted with a red rectangular box.

9. A “request submitted” message will be displayed. You will have the option to stay or **Go to Home Page**.



The screenshot shows the "Auditor" page with the University of Memphis logo at the top. Below the logo is a search bar with the text "Use keywords to search". The breadcrumb trail reads: "HOME > ACCOUNTS AND ACCESS > REQUEST SPONSORED ACCOUNT > AUDITOR". The main heading is "Auditor". Below this, the text reads: "Thank you!", "Your Auditor form was sent.", and "Your request is registered under number: [I1807-0071](#)". At the bottom left, a blue "Go to Home Page" button is highlighted with a red rectangular box.

**At this point:**

- Information is sent to the appropriate data entry personnel, and within 48 business hours, the account will be created.
- For new accounts (not renewals), an email with an account code and activation information will be sent to the account holder's personal (non-University of Memphis) email address.

# Locating Help Resources

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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)

### ITS Service Desk Hours

- 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](mailto:umtech@memphis.edu) (using this email will automatically generate a help desk ticket).

### Important Links

- [Explore the umTech Website](#)
- [Search Our Solutions Page](#)