Sponsored Accounts

Multiple

umTech

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

9/16/2025

Table of Contents

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)

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.

2. Click the **Accounts and Access** tile.
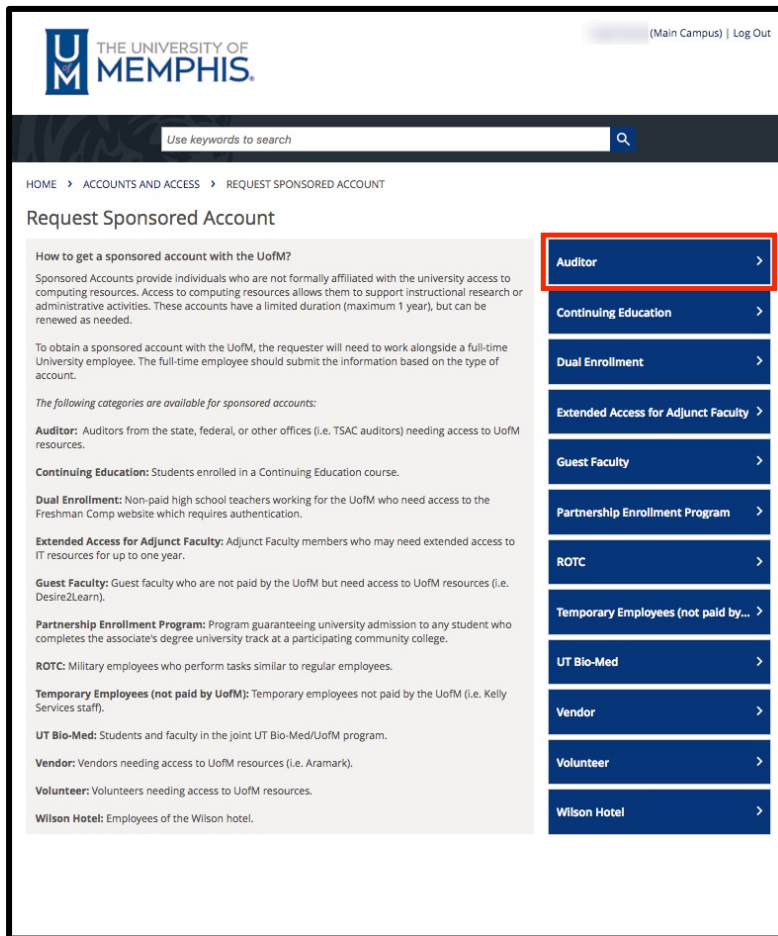
3. Select **Request Sponsored Accounts** from the tiles to expand to reveal **Sponsored Accounts**.

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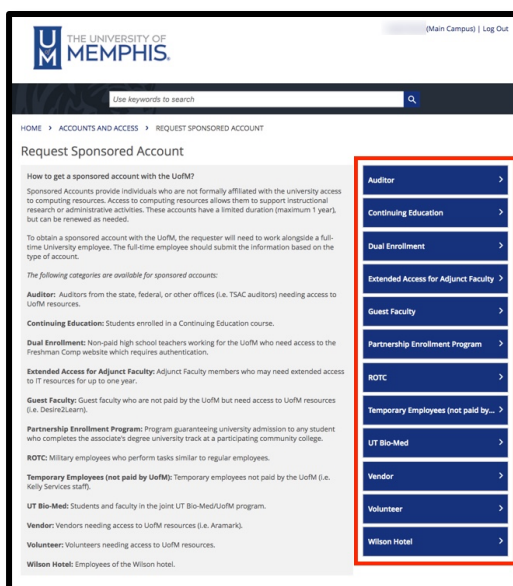
5. Click from the list of Sponsored Accounts. In this example, we will click on **Auditor.**

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.
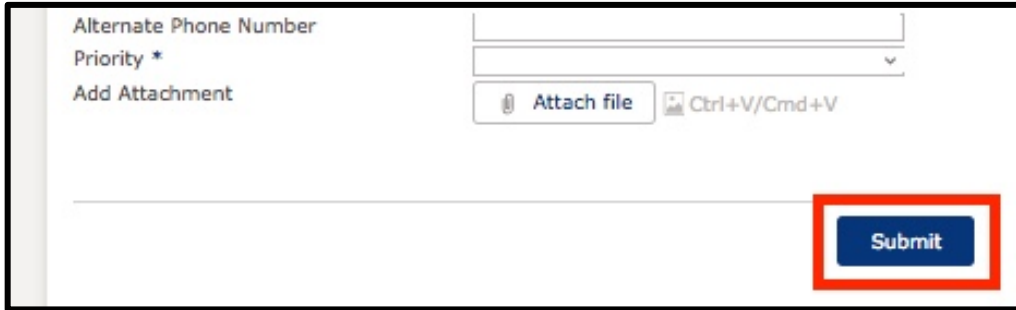
7. Before you begin, you should be sure you have the following information for the people you are requesting an account for. The following data is needed for each individual to ensure their account is created correctly:

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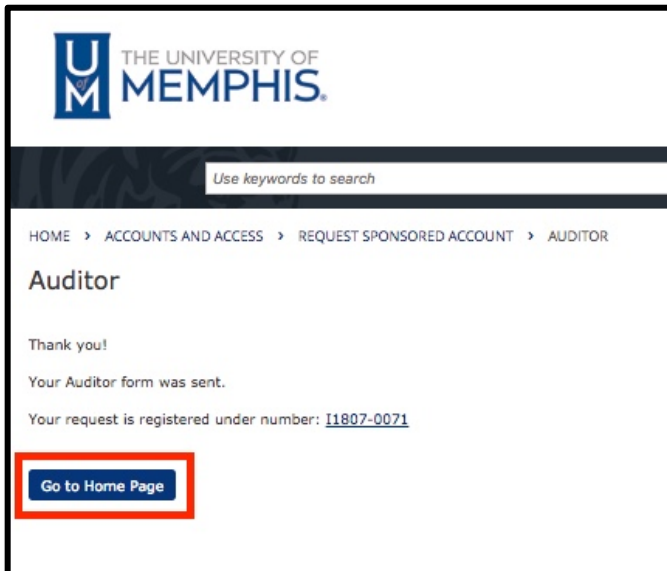
8. After all information is filled in, click **Submit**. The Submit button is located at the bottom of the service request window.

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

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

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 (using this email will automatically generate a help desk ticket).

Important Links
- Explore the umTech Website
- Search Our Solutions Page