

Sponsored Accounts

Single

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Table of Contents

Sponsored Accounts—Sponsor (Single Request)	3
Locating Help Resources	9
Service Desk Request	9
Submitting a Ticket	9
ITS Service Desk Hours	9
Important Links	9

Purpose

This training material highlights requesting a Sponsored Account (single requests or 1 - 2 users).

Audience

This documentation is designed for University faculty/staff requesting a Sponsored Account.

Sponsored Accounts—Sponsor (Single Request)

These instructions are for individuals requesting 1 or 2 Sponsored Accounts. If you need to ask for three or more accounts, you will need to follow the instructions for [Multiple Account Requests](#).

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 everyone 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)

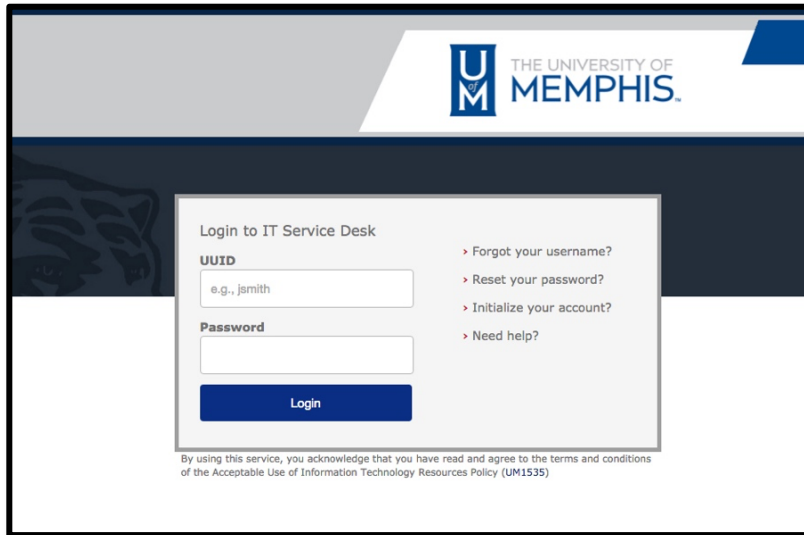
End dates/expiration for accounts:

- 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 would like to renew the account, he/she will need to complete the Service Desk form again, just as if it were a new request.

Renewals

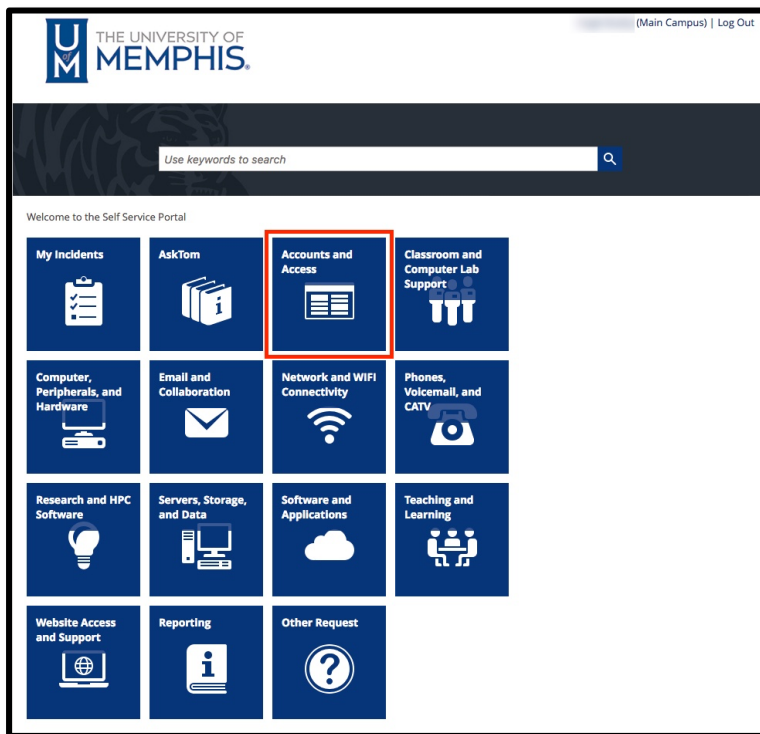
- If credentials have been established previously with the University, these will continue to work.
- Alternatively, if the user has established their Security Questions and Answers, they can use [the password reset functionality](#) to regain access to their account.
- The University of Memphis Service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

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

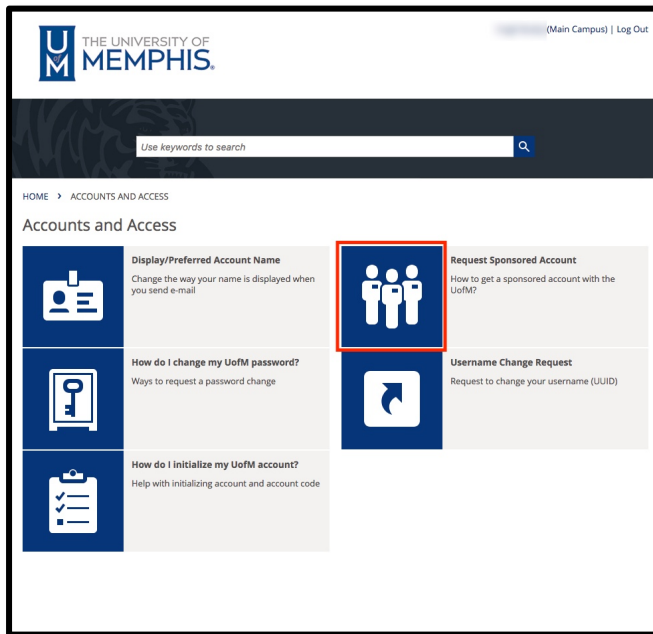


The screenshot shows the 'Login to IT Service Desk' page. At the top right is the University of Memphis logo. The main content area has a white box with the title 'Login to IT Service Desk'. Inside this box, there are two input fields: 'UUID' with the example 'e.g., jsmith' and 'Password'. Below these is a blue 'Login' button. To the right of the input fields are four links: '> Forgot your username?', '> Reset your password?', '> Initialize your account?', and '> Need help?'. At the bottom of the white box, there 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)'.

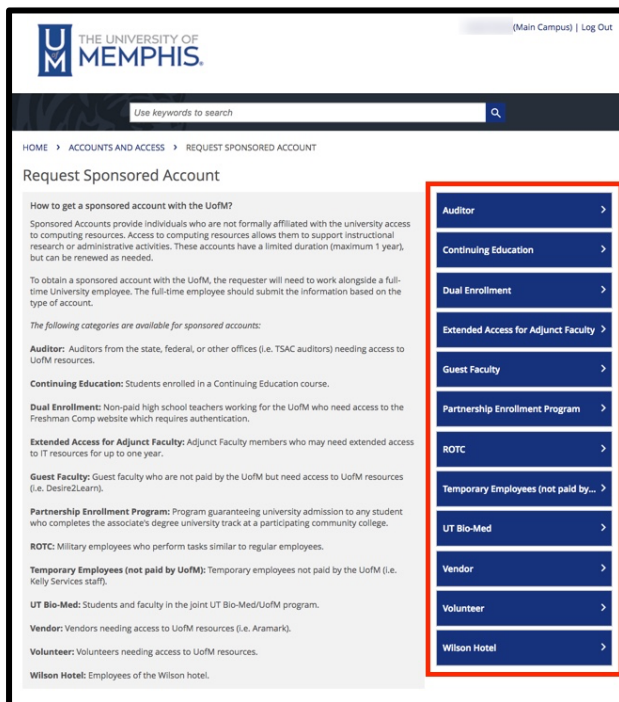
2. Click the **Accounts and Access** tile.



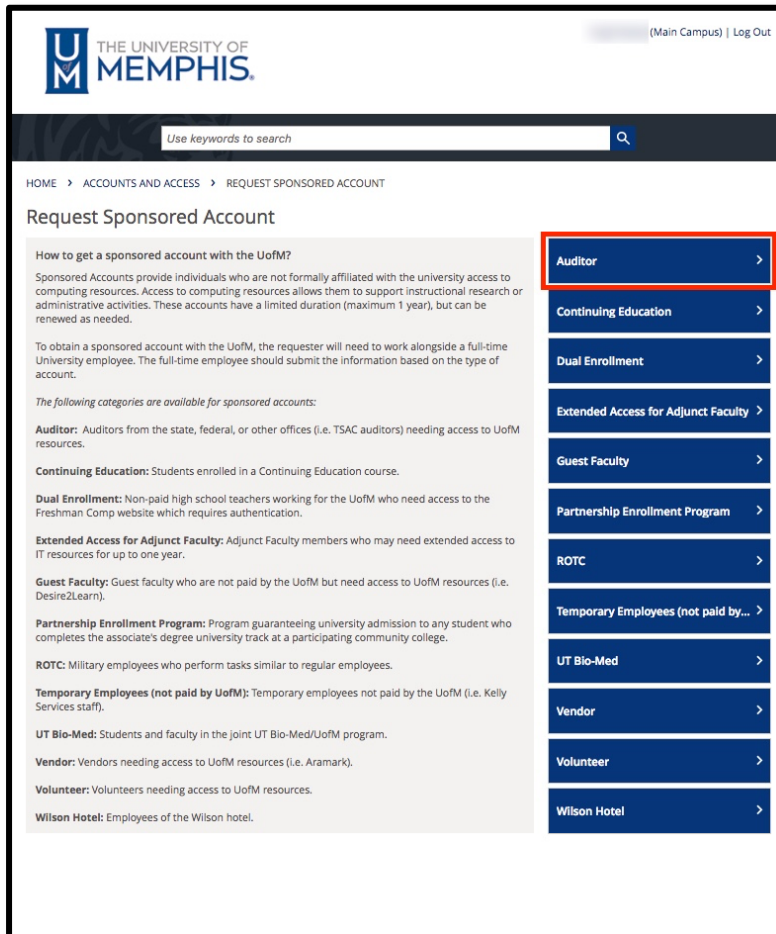
3. Select **Request Sponsored Accounts** from the tiles to expand to reveal **Sponsored Accounts**.



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



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



The screenshot shows the 'Request Sponsored Account' page. The header includes the University of Memphis logo and navigation links. The main content area is titled 'Request Sponsored Account' and contains a list of account types. The 'Auditor' option is highlighted with a red box.

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 must fill in all the areas indicated by an asterisk (), 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 requested in this section, it refers to your UUID (the person requesting the account, not the one using it).
- **Additional Information:** This area allows 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, such as urgency and phone number.

The screenshot shows the 'Auditor' page for requesting a sponsored account. The page includes a header with the University of Memphis logo and navigation links. A search bar is present. The main content area is titled 'Auditor' and contains several sections:

- Callers:** A section for providing contact information for the caller, including Name, Campus (Main Campus), Telephone Number, Email, Department, and Room.
- Sponsored User Information:** A section for providing personal information for the sponsored user, including Banner ID, Personal Email Address, Full Name, and Date of Birth.
- Sponsoring User Information:** A section for providing information for the sponsoring user, including UUID and Why is the account needed?
- Additional Information:** A section for providing additional information, including Date/TimeStart Date for the Account, End Date for the Account, and Alternate Phone Number.

On the right side of the form, there are several links for 'Possible solutions' and 'How do I request a sponsored account?'. At the bottom of the form, there is a 'Submit' button.

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





Alternate Phone Number

Priority *

Add Attachment

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



 THE UNIVERSITY OF
MEMPHIS®

Use keywords to search

HOME > ACCOUNTS AND ACCESS > REQUEST SPONSORED ACCOUNT > AUDITOR

Auditor

Thank you!

Your Auditor form was sent.

Your request is registered under number: [I1807-0071](#)

At this point:

- The appropriate data entry personnel receive the information, and the account is created within 48 business hours.

Note: For new accounts (not renewals), an email will be sent to the account holder’s personal (non-University of Memphis) email address with an account code.

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.

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](#)