Introduction to the myMemphis Portal

The Fundamentals

umTech

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

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Purpose

This documentation highlights features of myMemphis Portal, such as how to log in, create personalized experience, and navigate throughout the portal.

Audience

This documentation is designed for university students, faculty and employees that will be using myMemphis Portal.

What is the myMemphis Portal?
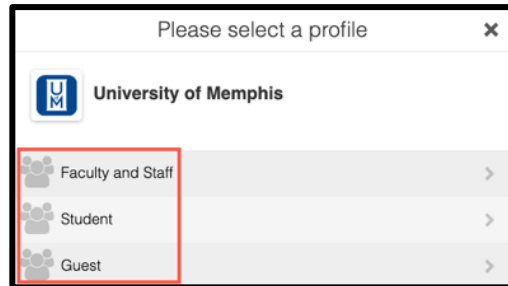
The myMemphis Portal

MyMemphis is the University's initiative to integrate administrative and educational functions, campus-wide.

The myMemphis Portal is an online tool that allows users to access many University services from one location. It also offers personalized content and individual customization.

This is a link to the official myMemphis Portal web site. Users may access the portal anytime, from any computer, with an Internet connection and an updated supported browser.
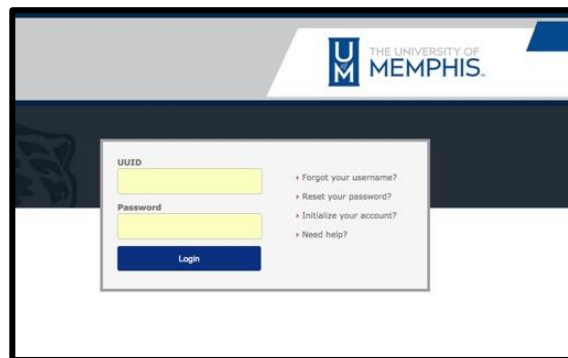
Logging in to the myMemphis Portal

1. Go to: my.memphis.edu and choose a profile to enter myMemphis. Choices are **Faculty and Staff**, **Student** or **Guest**.

2. Next, enter your UUID and password.
   *Note: Your **Username** will be the first part of your UofM email address, and your **Password** will be the same as the login for myMemphis. Authenticate with DUO.*


3. Click **Login**. The myMemphis Portal **Home** page will display. ***Note:*** *The myMemphis Portal UUID and password are case sensitive. If you have trouble, visit the self-service portal.*

4. To access the portal, use your University of Memphis Universal User Identification (UUID) and password. The UUID and password required to enter the myMemphis Portal are the same as those used to log in to your university e-mail and other University computer resources.

5. *NOTE: The myMemphis Portal* keeps you logged in for upwards of 12 hours on the web, and from 2 hours to 30 days on mobile devices.

Pages and Tiles

You will see a series of Pages directly under the toolbar on the Homepage. Pages are generated based on the roles you hold at the University. For example, if you are a faculty member, you should have access to all Faculty content under the Faculty and Staff Profile, while all Students should have access to the Student Profile. Guests (or users who do not have an @memphis.edu account) should be able to access content under the Guest Profile.

Faculty & Staff Profile
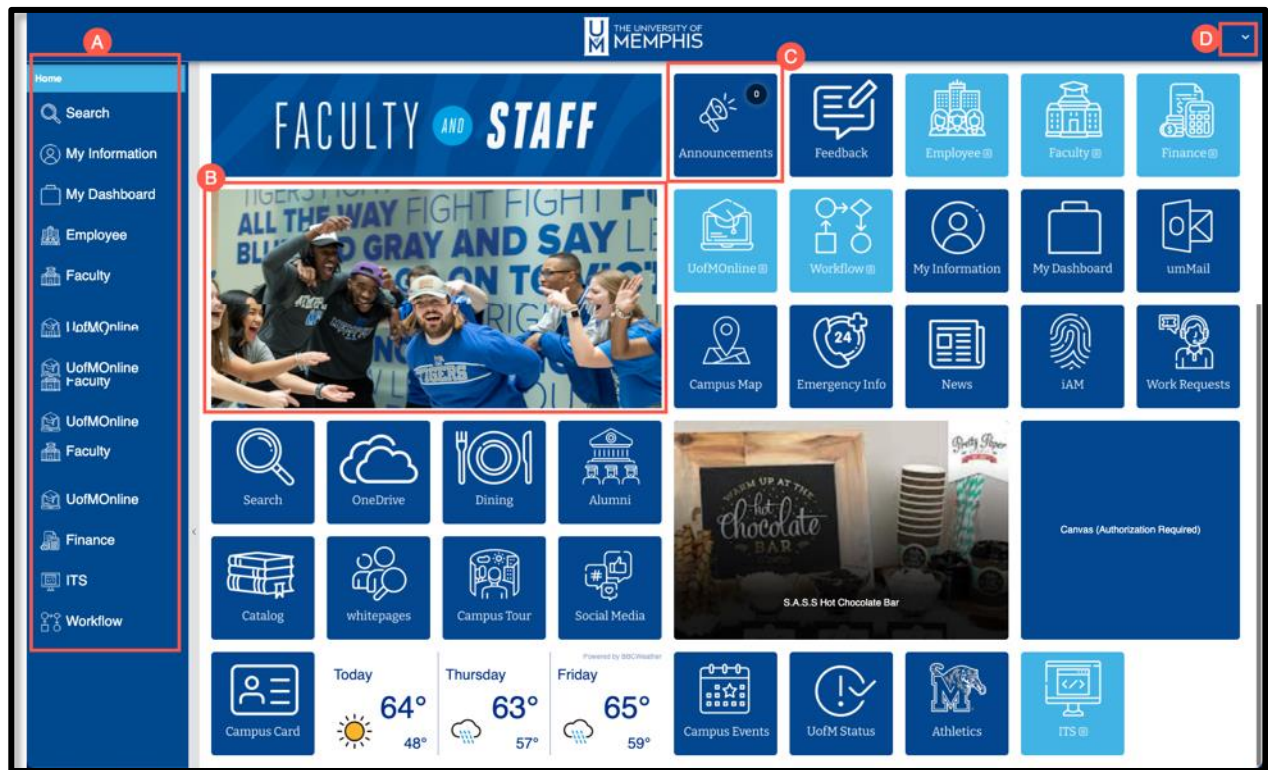
The parts of the myMemphis Portal: **A)** Sidebar Menu, **B)** Slide Show of images, **C)** the Announcement Tile (also an example of a Tile), and D) the switch mechanism and log-out button; all the other squares you see are different Tiles.

Note: *Unlike the old version of the myMemphis portal, our current portal does not allow page customization, but you can rearrange, hide, or unhide most tiles.*

Student Profile

For Students, your content has been moved to the Student Profile. From here you can quickly access tiles and links in the sidebar.
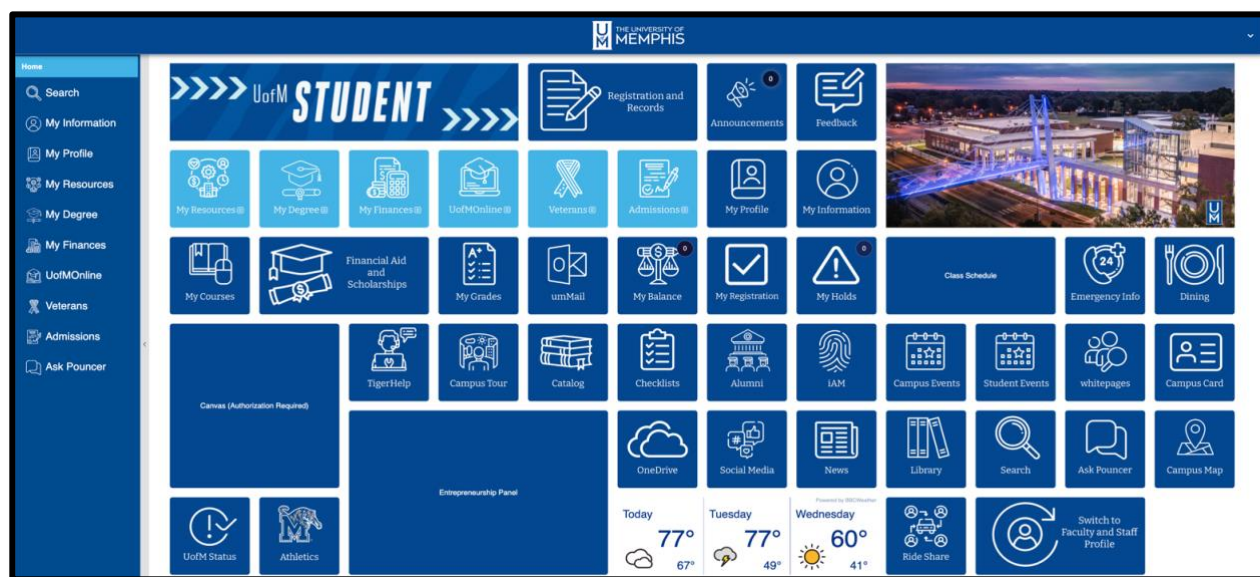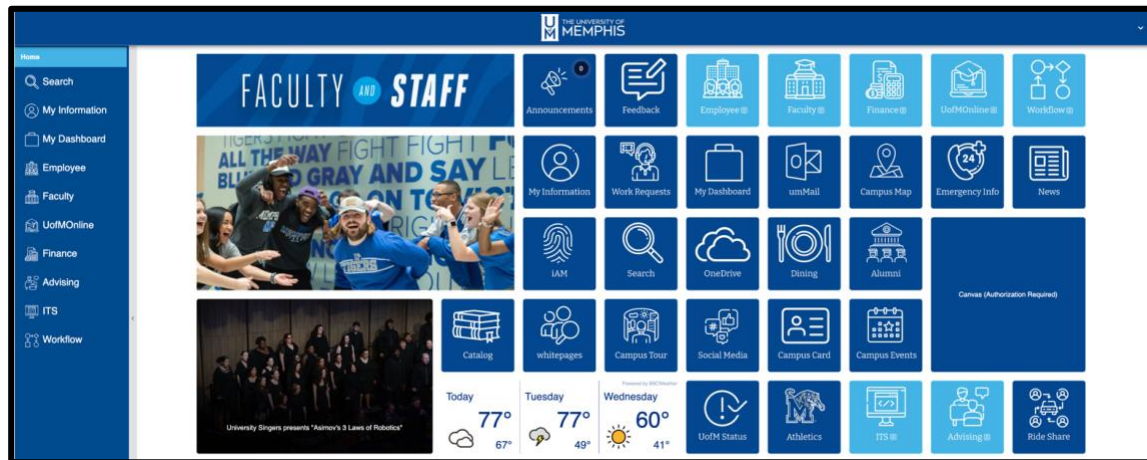

The **Student** profile has two sections. The right section contains tiles with commonly used content. The sidebar contains links to the most used student pages (**Search, My Information, My Profile, My Resources, my Degree, My Finances, UofM Online, Veterans, Admissions,** and **Ask Pouncer**).
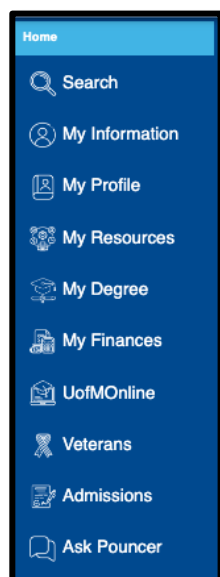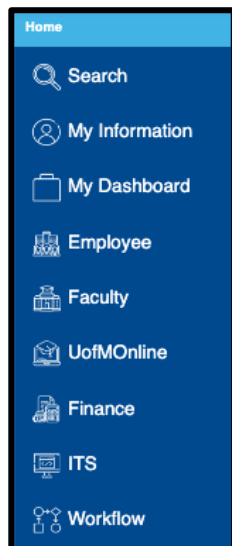
Faculty and Staff Profile

The **Faculty & Staff Profile** has two sections. The right section contains tiles with

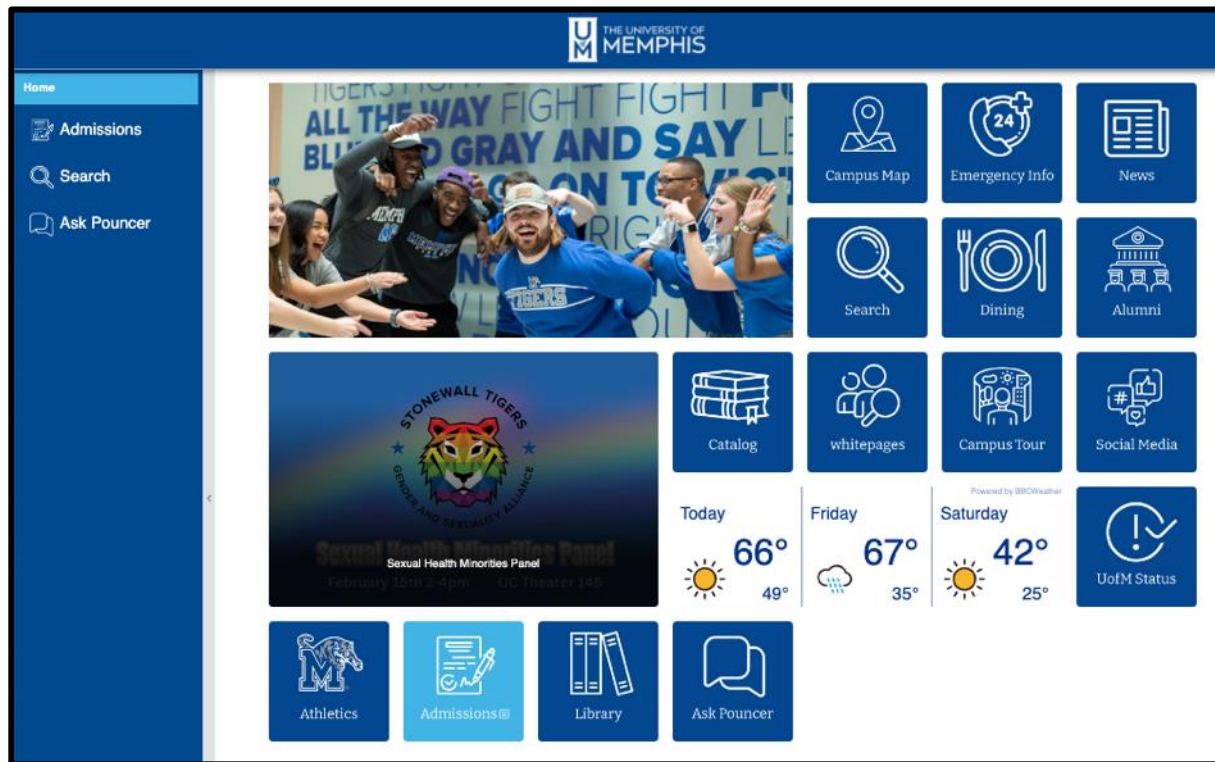
commonly used content.

The sidebar contains links to the most used Faculty & Staff pages (**Search, My Information, My Dashboard, Faculty, UofM Online, Finance, ITS,** and **Workflow**).
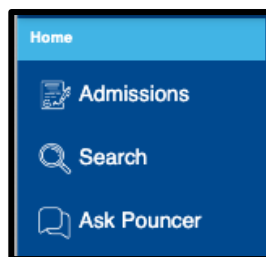
Guest Profile

The Guest profile has two sections. The right section contains tiles with commonly used content.

The sidebar contains links to the most used Guest pages (Admissions, Search, Ask Pouncer).

Profiles and Roles

Below are all roles delivered within the myMemphis Portal. Upon entering the myMemphis Portal, if you discover missing pages or tiles, contact the umTech Service Desk at 678-8888 or enter a ticket. Remember, pages and tiles displayed are based on roles, so not all pages and tiles will appear for everyone.

Employee Profile Roles (and the default tiles available to them):

Advisor - Advising

All Employees - Search, Employee, UofMOnline, Finance, Workflow

All Faculty - Faculty

All Faculty and Staff - Search, My Information, My Dashboard, Employee, UofMOnline, Finance, Workflow

Former Employee - Employee

IS Staff Group - ITS

SRI - SRI

Student Profile Roles (and the default tiles available to them):

Advisor - Search, My Information, My Profile, My Resources, My Degree, My Finances, UofMOnline, Veterans, Admissions, Ask Pouncer

Admitted Student - My Resources, My Degree, My Finances, UofMOnline, Admissions

All Enrolled Students - My Information, My Profile, My Resources, My Degree, My Finances, UofMOnline, Veterans, Admissions

All Graduate Students - Search, My Information, My Profile, My Resources, My Degree, My Finances, UofMOnline, Veterans, Admissions, Ask Pouncer All Recent Students - Search, My Information, My Profile, My Resources, My Degree, My Finances, UofMOnline, Veterans, Admissions, Ask Pouncer

All Students - Search, My Information, My Profile, My Resources, My Degree, My Finances, UofMOnline, Veterans, Admissions, Ask Pouncer

Former Student - My Resources

Profiles and Roles (cont.)

Guest Profile Role:
Any non-authenticated user should be able to see all content within this profile

Other manually assigned roles can be assigned as needed.

Default Tiles and Pages

Each Profile is comprised of a series of Tiles and Pages. Tiles are widgets that contain links to information and additional content. Some of these tiles contain a menu. These menus contain a predetermined set of pages appropriate to the role identified with that tile. Below are all the default tiles offered for each Profile.

Note: The myMemphis Portal is evolving, so these defaults may be altered.

Employee Profile Menus

Employee:
Advancement Services Forms; Application Administrative Access
Employee Dashboard; Banner Admin Pages; Banner ePrint; Banner Reference Information; Campus Work Requests; Compensation Notifications; Data Warehouse Data Dictionary; eContracts and EPAFs; Edison: State of Tennessee Benefits System; Educational Benefits Program; Employee Information Update; Employee Work Location; Employment Verifications; ePrint Test (Banner Test Repositories); Faculty and Staff Giving Program; FERPA; Graduate Application; Lambuth Campus: Faculty/Staff Info; Memphis Ready; New Employee Post-Orientation Tasks; Organizational Charts; Performance Appraisals and Evaluations; Research Support
Reports; Separation & Clearance Information; Telecommunications Report; Time Leave Reporting Guides; Training Opportunities; workforUM

Faculty:
Course Roster & Drop/Add Activity; CVs and Profiles; Faculty Evaluation Online System; Faculty Grading; Faculty Self Service; Grade Changes; Manage Disability Accommodation Requests for My Courses; Navigate (Faculty); Resources & Advising; SETE; UofM Online Faculty Resources

UofMOnline:
Access Your Courses (Canvas, TN eCampus, Virtual Learning Center); Electronic Forms; iAM Identity Management; LinkedIn Learning; Library Links; Library Quick Search; Online Tools; TigerPark; TigerZone; umBlog; UMdegree; umSurvey; umWiki; University & Student Business Services

Finance:
Banner Admin Pages; Banner ePrint; Banner Reference Information; ePrint Test (Banner Test Repositories); My Finance - Finance Query, Requisitions, Journals, Purchase Orders, Approvals, and Budgets; Tigerbuy; Travel, Expense, and Vendor Payments

Employee Profile Menus (cont.)

Advising:
Academic Fresh Start; Advising Forms; Advisor Dashboard (Banner 9); Banner Admin Pages; Class Schedule; Course Catalog; Navigate (Advising); Online Academic Curriculum Changes; UMDegree

ITS:
Change Management; IT Suggestion Box; IT Utilities

Workflow:

Alerts; My Processes; Worklist

Student Profile Page Menus:

My Resources:
Welcome; Academic Advising and Planning; Academic Integrity; ALEKS; Books; Buy Your Books; Contact the Service Desk; Counseling Center Paperwork; Crisis Notifications; Fees, Financial Aid, and Scholarship; GA Appointments; Housing and Residence Life; National Student Clearinghouse; Navigate; Online Student Orientation; Parchment (Transcripts); Registration and Records; Request Disability Accommodations; Senior Class Gift; SETE Course Evaluations; Summer and Fall 2024 Classes; Student Application Access; Student Athlete Portal; Student Responsibility; UMdegree; Unofficial Student Grades

My Degree:
Commencement and Graduation; Graduate School Application; Graduation Status; My Future; UMdegree

My Finances:
Common Cents Student Giving; Dropping or withdrawing?; Fee Information; Financial Aid Office; Financial Bookmarks; On-Campus Student Employment Scholarship Office; The fastest way to get information about your account; Tuition and Fees;

UofMOnline:
Access Your Courses (Canvas, TN eCampus, Virtual Learning Center); Electronic Forms; iAM Identity Management; LinkedIn Learning; Library Links; Library Quick Search; Online Tools; TigerPark; TigerZone; umBlog; UMdegree; umSurvey; umWiki; University & Student Business Services

Student Profile Page Menus: (cont.)

Veterans:
Credit for Prior Education/Training; eBenefits; Grants & Scholarships; News & Notices; Registration & Enrollment Tips; Support; VA Certification & Deferment; VA Educational Benefits
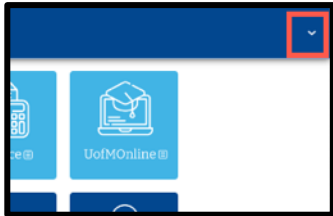
Admissions:
Events & Announcements; Find Your Counselor; Request Information

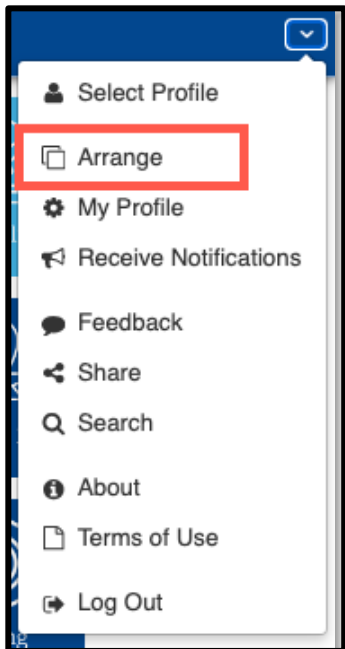## Guest Profile Page Menus:

Admissions: Events & Announcements; Find Your Counselor; Request Information
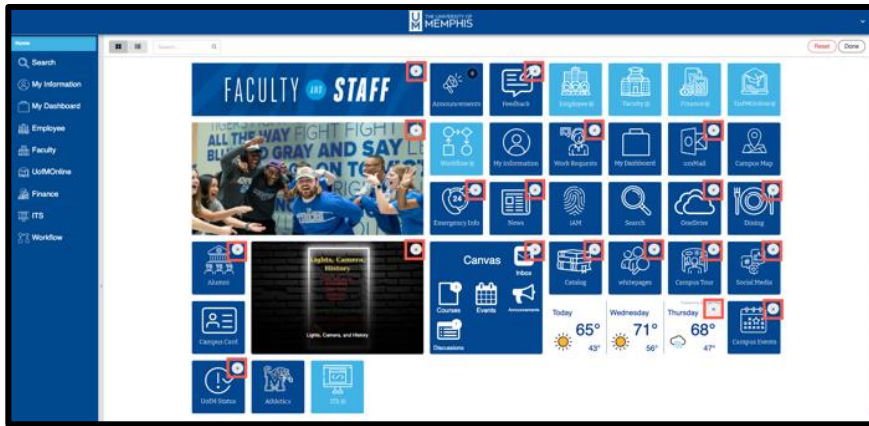
Customizing Your Profile

1. To rearrange your tiles, choose the drop-down menu from the right-hand corner.


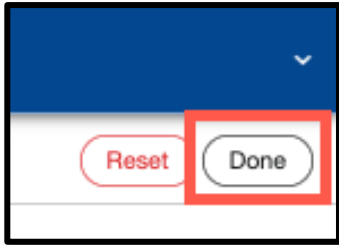2. From the drop-down menu choose **Arrange**.

3. Each tile that can be rearranged will have an ⊗ in the corner of the tile.

4. Tiles that cannot be rearranged are the light blue tiles.

5. To rearrange the tiles on the page, hover over the tile and the mouse icon will change to a Move Tool ⊕ on the PC OS or a Hand Tool 👆 on the MAC OS. At this point, you can move the tile around and configure the placement of the tile on the page.

6. Once you have your tiles arranged the way you want go to the upper right-hand corner of the page and click **Done**. ***Note:*** *If you want to reset the tiles and start over you may click on the reset button.*

Adding Canvas to myMemphis

To view the Canvas Live Tile on your profile, you may need to grant permission for CampusM to access your Canvas account.

1. Select the Canvas tile. Before authorization, it will read **Canvas (Authorization Required).**

2. Once you click on the tile since you are logged in, it will automatically collect and populate the Canvas course information. Once Populated, it will appear as the image below.
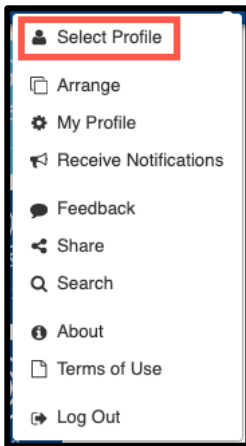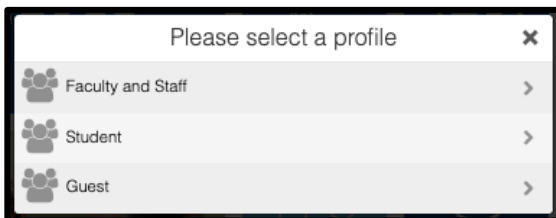
Switching Between Profiles

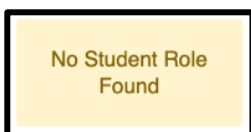1. Choose the drop-down menu from the right-hand corner.

2. From the drop-down menu, choose **Select Profile**.

3. You have a few other choices about your page design. Select the radial button beside the choice you would like to use.

4. Once you have chosen the profile, it will automatically load. Note: If you do not have files or information for a profile, you will see this on a message tile. (In the example below, a Staff member who does not have the Student Role is trying to visit the Student Profile.)
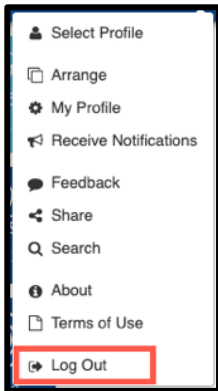
Logging Out of the System

1. Choose the drop-down menu from the right-hand corner.

2. Next, select **Logout.**

3. Once you have logged out, it is recommended that you choose **File,** then **Quit,** to shut down your browser.

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 to access our service desk ticketing system. After logging in, choose the appropriate form to request 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. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or submit a service request.

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at umtech@memphis.edu. *(**Note:** Using this email will automatically generate a service request.)*

Important Links

> **Explore the umTech Website**
> **Search the Solutions Page**