

Setting Alternate Email for Disaster Recovery

umTech

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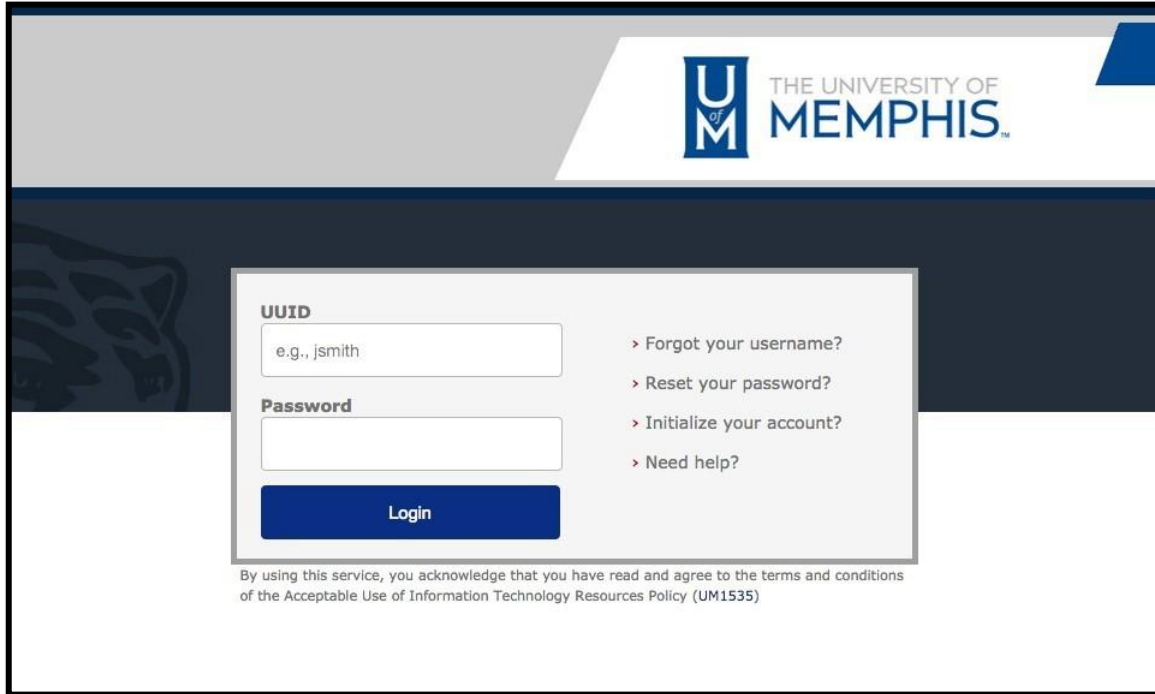
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[umTech Website](#)

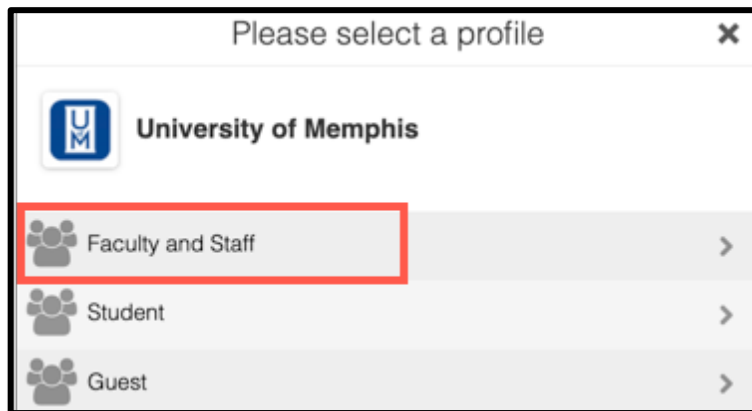
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1. Go to the [myMemphis portal](#) and log in with your UUID and password. Authenticate with DUO.



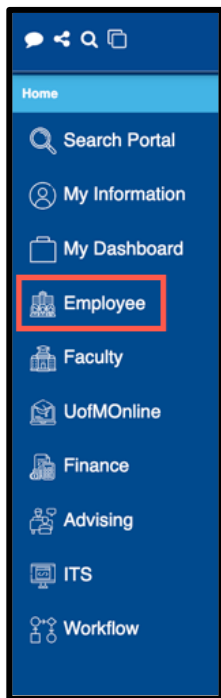
The screenshot shows the myMemphis login portal. At the top right is the University of Memphis logo. The main content area has a dark blue header with a white box containing the login form. The form has two input fields: 'UUID' with the placeholder 'e.g., jsmith' and 'Password'. Below the password field 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 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. Select the **Faculty and Staff Profile** option.

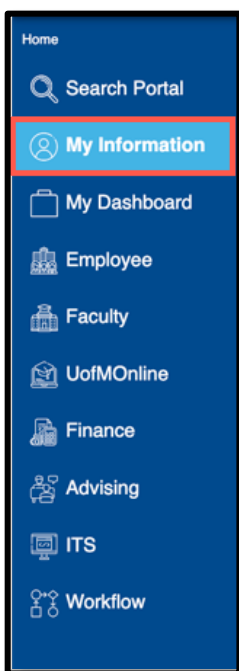


The screenshot shows a modal window titled 'Please select a profile' with a close button (X) in the top right corner. The modal has a header with the University of Memphis logo and name. Below the header is a list of three options: 'Faculty and Staff', 'Student', and 'Guest'. Each option has a red box around it and a right-pointing arrow. The 'Faculty and Staff' option is the first one in the list.

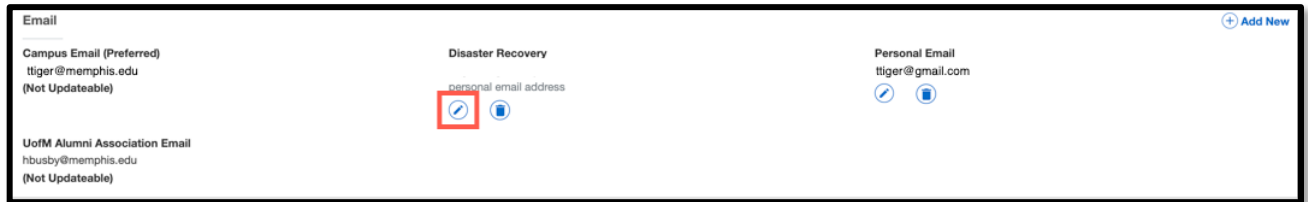
3. On the **Sidebar Menu**, in the far-left column, find the *Employee* link.



4. Next, On the **Sidebar Menu**, in the far-left column, find the *My Information* link.



- Look for the Disaster Recovery section on this screen. Click on the pencil to edit or enter the Disaster recovery address.

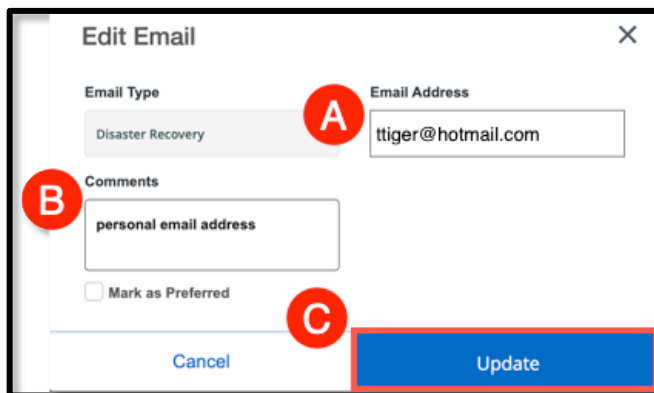


The screenshot shows a table of email addresses. The 'Disaster Recovery' column is highlighted with a red box. The table includes columns for 'Email', 'Disaster Recovery', and 'Personal Email'. The 'Disaster Recovery' column contains a pencil icon and a trash can icon. The 'Personal Email' column contains a pencil icon and a trash can icon.

Email	Disaster Recovery	Personal Email
Campus Email (Preferred) ttiger@memphis.edu (Not Updateable)	personal email address [Pencil Icon] [Trash Icon]	tiger@gmail.com [Pencil Icon] [Trash Icon]
UofM Alumni Association Email hbusby@memphis.edu (Not Updateable)		

- A) Enter the email you wish to use. This must be a personal email such as Hotmail, Gmail, Apple Mail, etc., not your UofM email. B) Enter any comments you wish to make, then C) Click **Update**.

Note: Use this process to edit or delete a disaster recovery email.



The screenshot shows the 'Edit Email' dialog box. It has fields for 'Email Type', 'Email Address', 'Comments', and a 'Mark as Preferred' checkbox. The 'Email Type' field is set to 'Disaster Recovery'. The 'Email Address' field contains 'ttiger@hotmail.com'. The 'Comments' field contains 'personal email address'. The 'Mark as Preferred' checkbox is unchecked. The 'Update' button is highlighted with a red box. Red circles with letters A, B, and C are placed over the 'Email Address', 'Comments', and 'Update' button respectively.

- Your Disaster Recovery Email will be listed under the **Disaster Recovery** section.



The screenshot shows the same email management interface as before, but now the 'Disaster Recovery' section is highlighted with a red box. The 'Disaster Recovery' column now lists 'ttiger@hotmail.com' with a 'personal email address' comment. The 'Personal Email' column still lists 'tiger@gmail.com'.

Email	Disaster Recovery	Personal Email
Campus Email (Preferred) ttiger@memphis.edu (Not Updateable)	ttiger@hotmail.com personal email address [Pencil Icon] [Trash Icon]	tiger@gmail.com [Pencil Icon] [Trash Icon]
UofM Alumni Association Email hbusby@memphis.edu (Not Updateable)		

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](#)