Setting Alternate Email for Disaster Recovery

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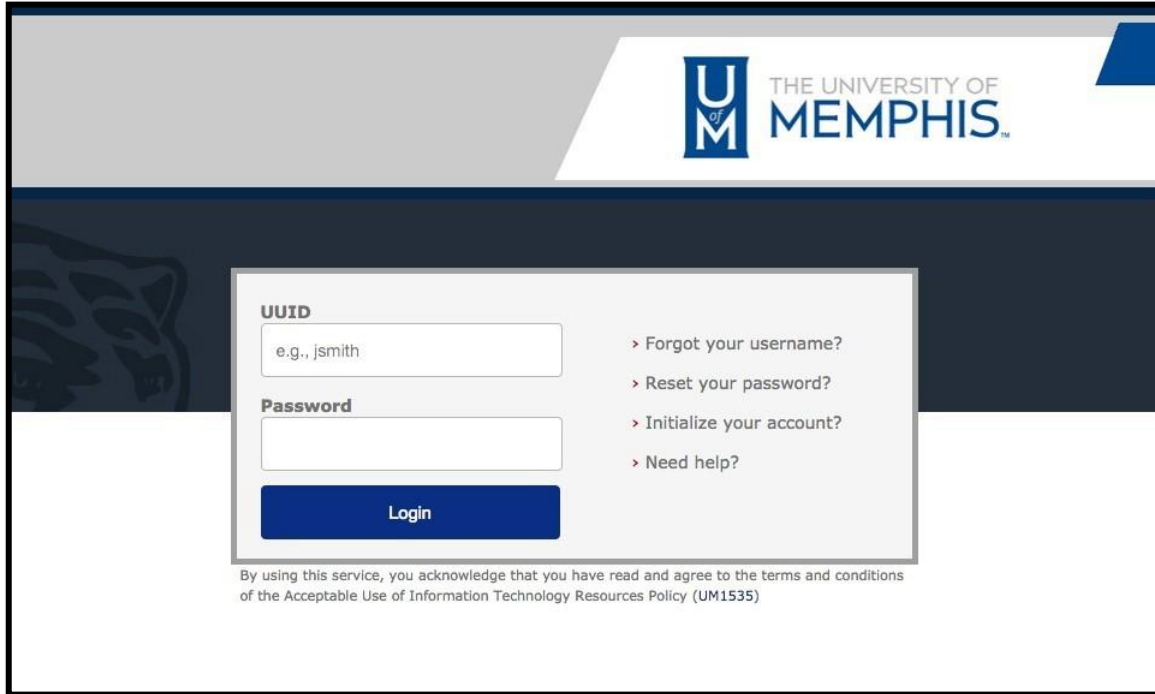Phone: 901.678.8888
Email: umtech@memphis.edu
umTech Website

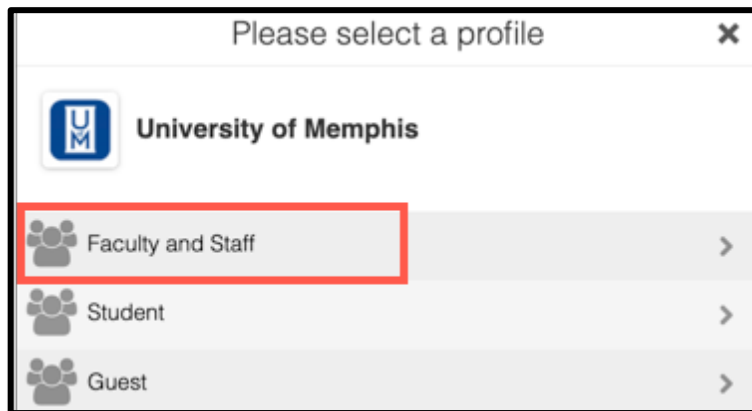12/4/2024

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1. Go to the myMemphis portal and log in with your UUID and password. Authenticate with DUO.

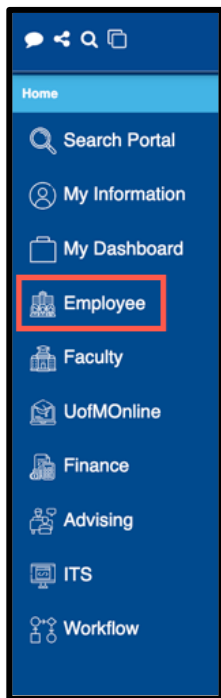2. Select the **Faculty and Staff** Profile option.

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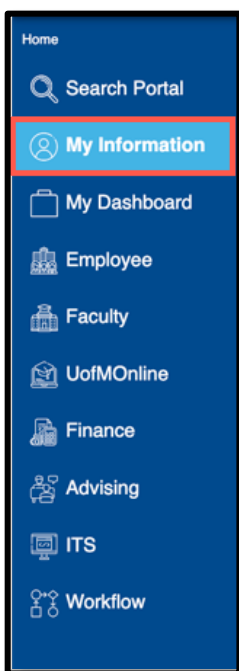
5. Look for the Disaster Recovery section on this screen. Click on the pencil to edit or enter the Disaster recovery address.

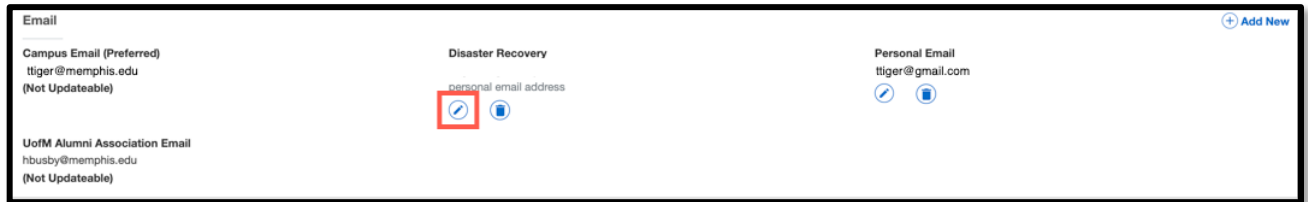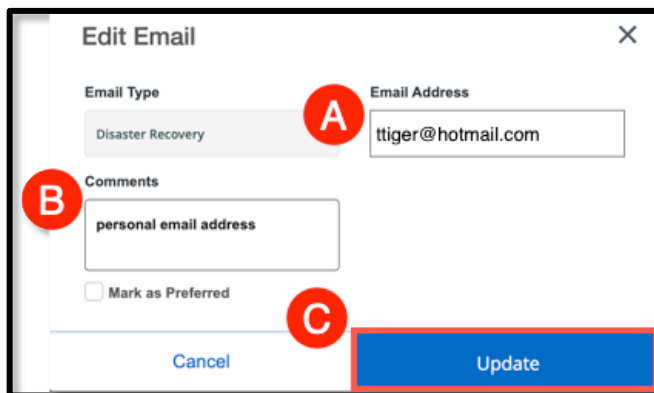| Email			(+) Add New
Campus Email (Preferred) ttiger@memphis.edu (Not Updateable)	**Disaster Recovery** personal email address	**Personal Email** ttiger@gmail.com	
UofM Alumni Association Email hbusby@memphis.edu (Not Updateable)			

6. **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.

Edit Email ✕

Email Type **A** Email Address

Disaster Recovery ttiger@hotmail.com

B Comments

personal email address

☐ Mark as Preferred

C

Cancel | **Update**

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

Email			(+) Add New
Campus Email (Preferred) ttiger@memphis.edu (Not Updateable)	**Disaster Recovery** ttiger@hotmail.com personal email address	**Personal Email** ttiger@gmail.com	
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**