# umBlog Corrections

Solving Issues in Blogs

## umTech

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## Purpose

This training material highlights the Problems in Blogs and how to fix them.
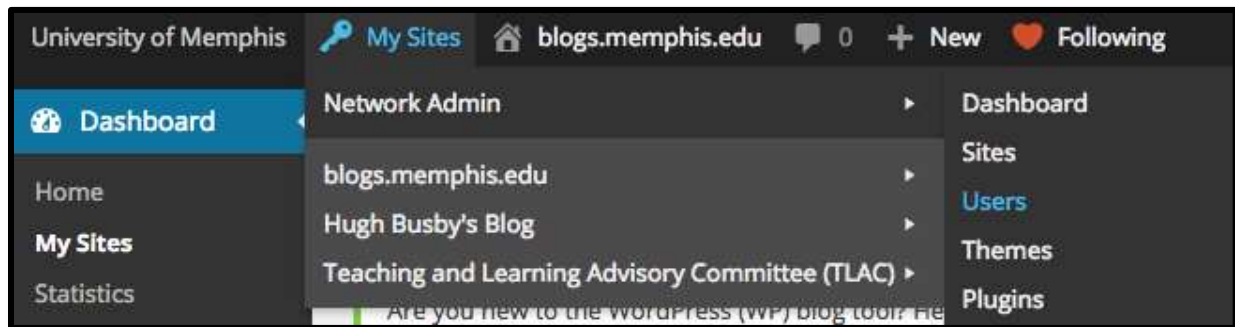
## Audience

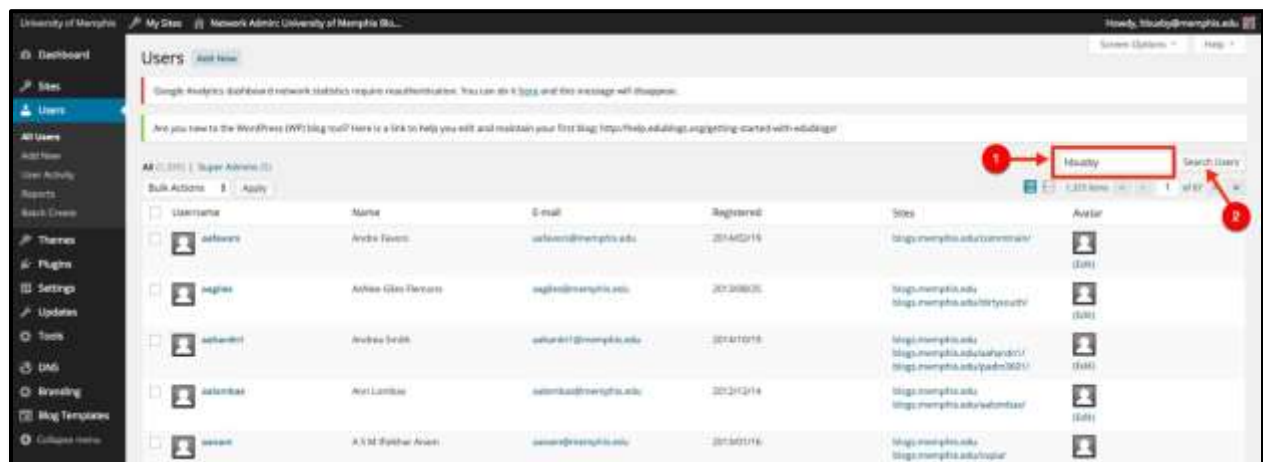This training material is designed for university staff who maintain and manage blogs.

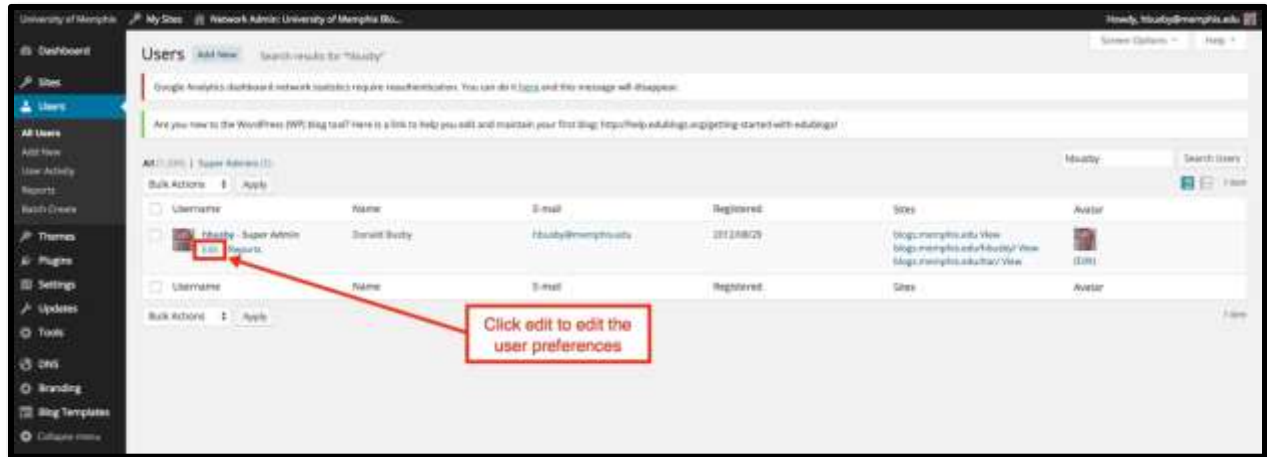# Errors and How to Fix Them

## User Account Already Exists

1. Log into blogs.memphis.edu

2. Log into My sites > Network Admin > Users



3. From the list of users, look up the User ID of the troubled account.
   **1.** Type in the uuid of the user then **2.** Click search.

4. Click **edit** to edit the preferences of the users. This will allow you to change the log in user preferences in the user profile.



5. Once logged in, edit the user profile and scroll down to Account Authentication Type. **1)** Change from Local to Shibboleth. **2)** Update the Profile to save the changes. Once this has been done, the client should be able to log into blogs.memphis.edu.

## Adding a Student to a Class Blog for an Instructor

Add a student to a class so they can be viewed in the sidebar of a class blog.

An instructor emailed me to say that a student was not added as a subscriber to the class; therefore, he could not find it. Once I added him as a subscriber, I could enter the system, impersonate him, add the class, then go in as the instructor, impersonate the class instructor, and approve him. Once the student was added as a subscriber, they were guaranteed to see the class when they searched for it. The student now appears in your sidebar.

# 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**