um-guest Wireless

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Table of Contents

Purpose

This training material highlights how to access the **um-guest** wireless network.

Audience

University of Memphis faculty, staff, or students that will be connecting to the on campus **um-guest** wireless network.
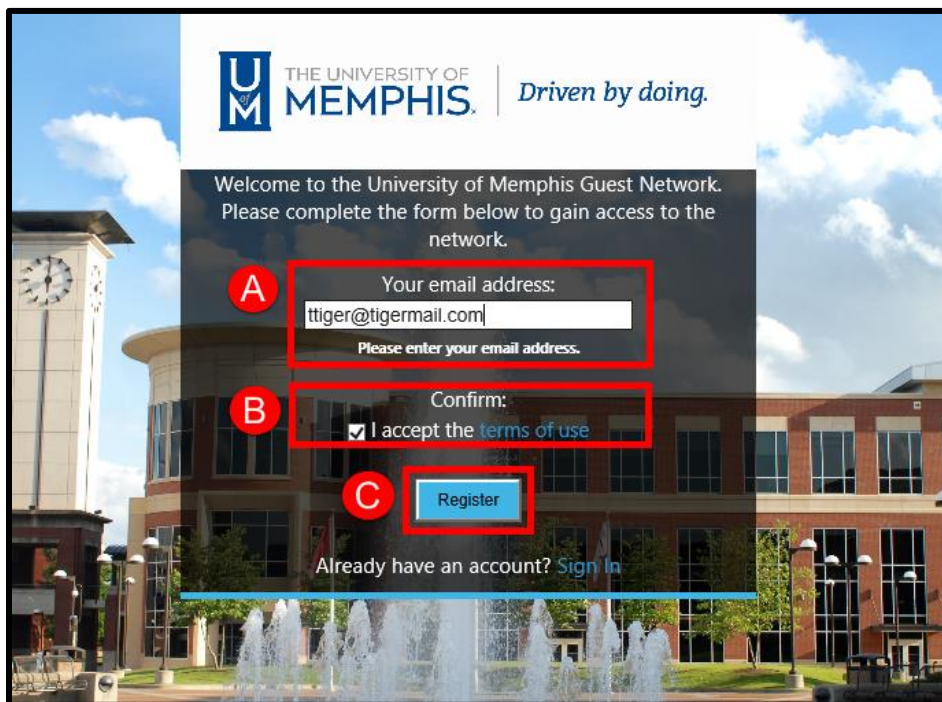
um-guest Wireless

Connecting on a Mac

1. Select **um-guest** wireless from the wireless network menu in the top-right corner of the screen. This will open your default browser.
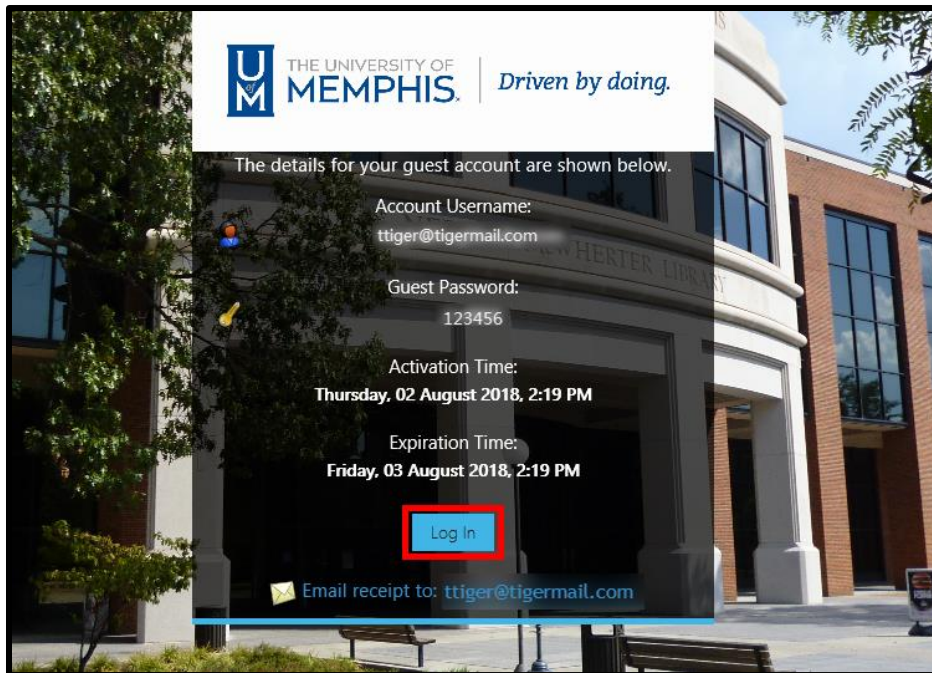

2. You will be asked to enter an **A)** email address. This is a non-UofM affiliated email. (In this example, we used ttiger@tigermail.com.) **B)** Check the **I accept the terms of use** box. **C)** Click **Register**.

3. You will be given the details to your guest account including a guest password and expiration time for your account and password.

Note: If you click on your email at the bottom, an email receipt will be sent to the email address you entered confirming your guest account.

4. Click **Log In**.

5. A window will pop up with the University of Memphis home page. Click **Done**.

6. You are now connected to the um-guest wireless network.

Note: *If you have previously logged into the um wireless network, you will receive this message after clicking Done.*
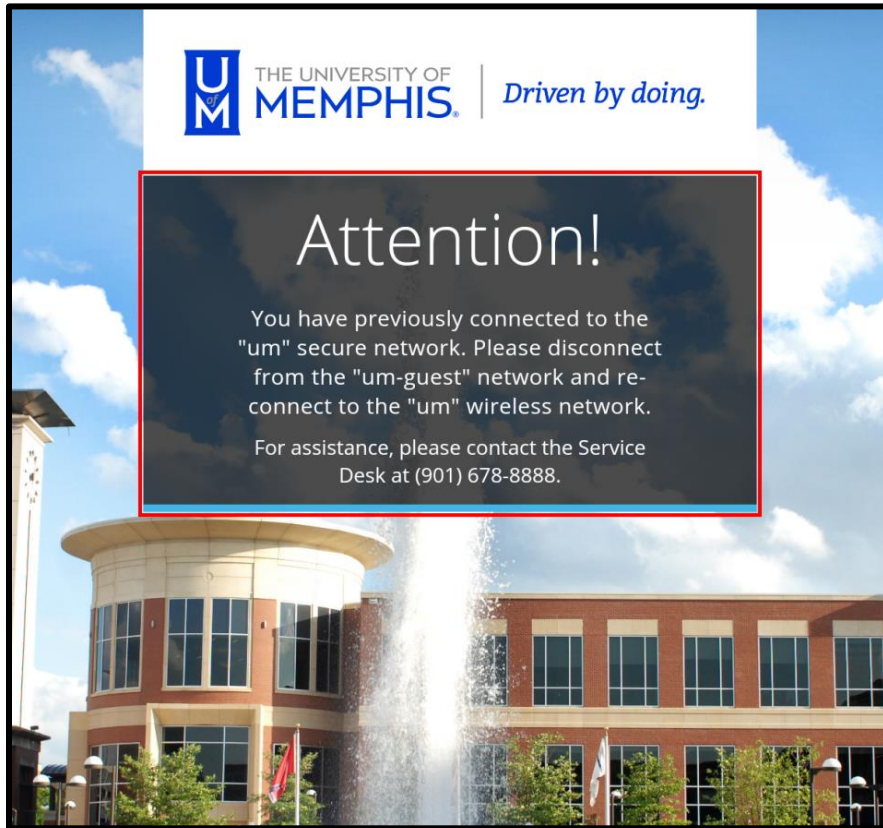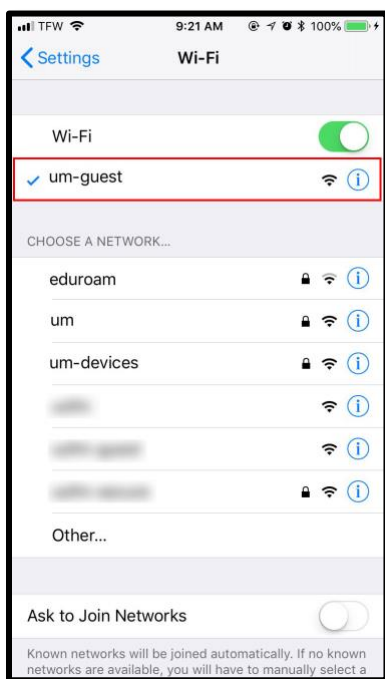
Connecting on an iPad or iPhone
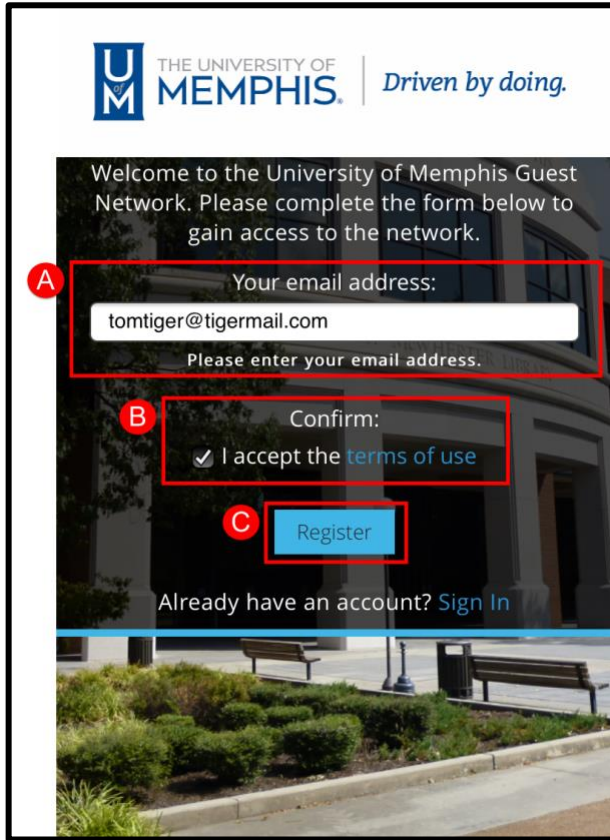
1. Go to your system **Settings**.

2. Select **Wi-Fi,** then choose **um-guest** from the list of network choices.

3. You will be asked to enter an **A)** email address. This is a non-UofM affiliated email. (In this example, we used tomtiger@tigermail.com.) **B)** Check the **I accept the terms of use** box. **C)** Click **Register**.
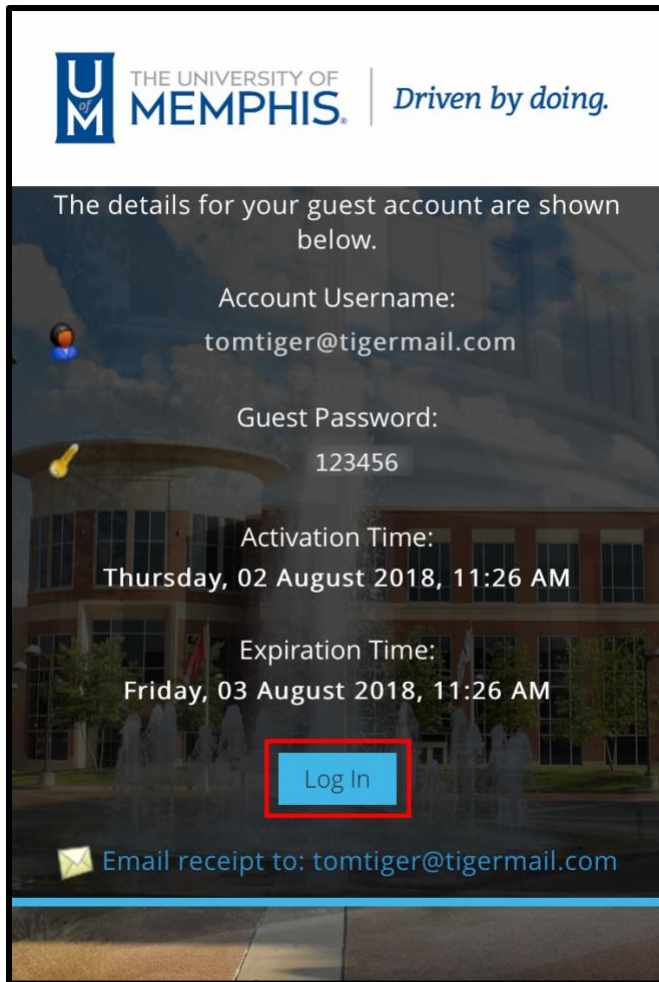
4. You will be given the details to your guest account including a guest password and expiration time for your account and password.

Note: *If you click on your email at the bottom, an email receipt will be sent to the email address you entered confirming your guest account.*

5. Click **Log In**.

THE UNIVERSITY OF
MEMPHIS. | *Driven by doing.*

The details for your guest account are shown below.

Account Username:
tomtiger@tigermail.com

Guest Password:
123456

Activation Time:
Thursday, 02 August 2018, 11:26 AM

Expiration Time:
Friday, 03 August 2018, 11:26 AM

Log In

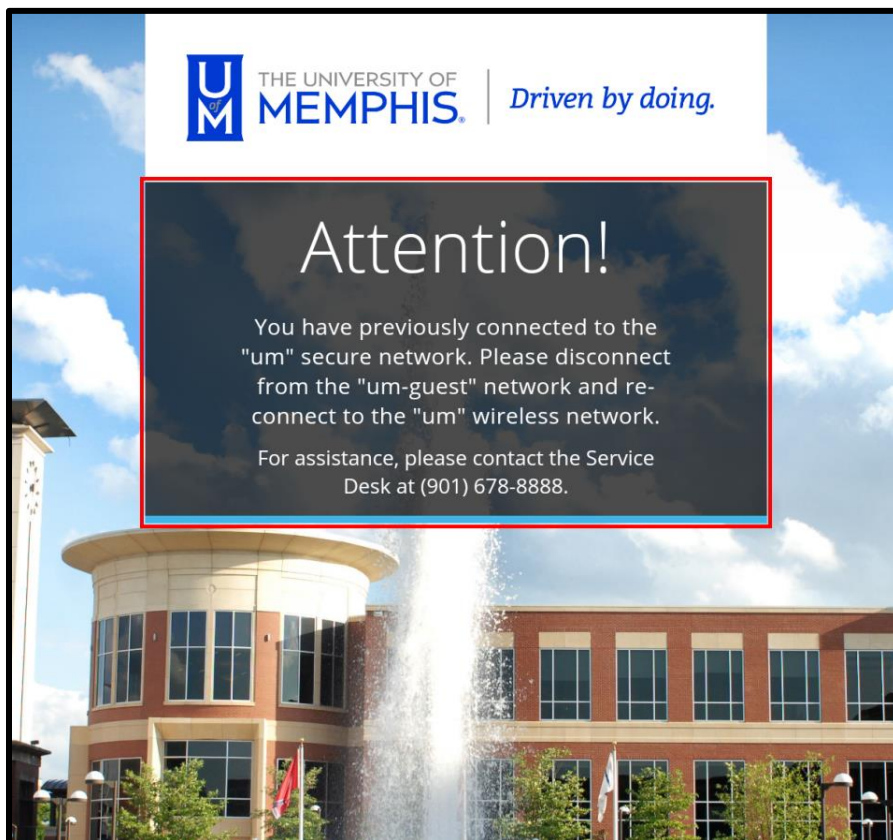✉ Email receipt to: tomtiger@tigermail.com

6. A window will pop up asking you to trust the certificate, click **Trust**.
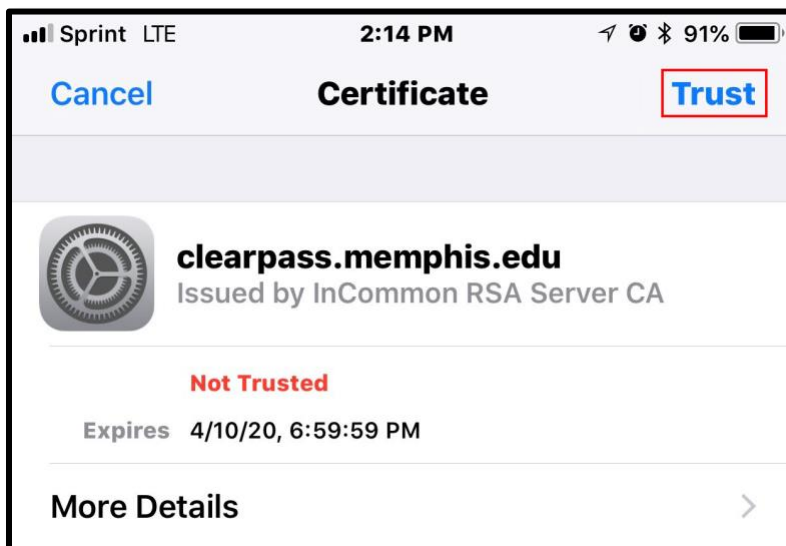
7. You are now connected to the um-guest wireless network.
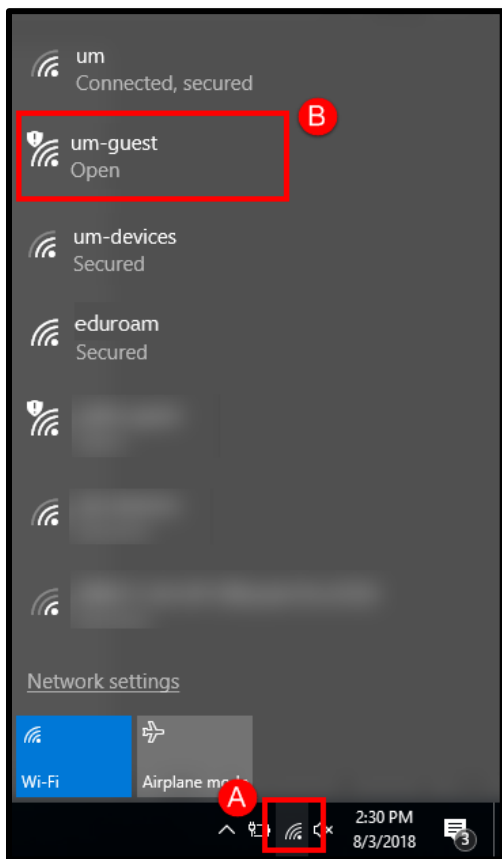
Note: If you have previously logged into the um wireless network, you will receive this message after selecting Trust.
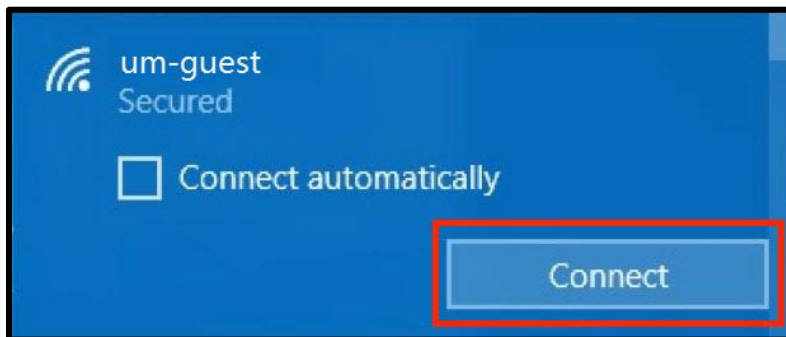
Connecting on a PC - Windows

1. From the **A) Network settings**, **B)** select **um-guest** from the list of available wireless networks.

2. Click **Connect**. This will open a window in your default browser.

3. You will be asked to enter an **A)** email address. This is a non-UofM affiliated email. (In this example, we used ttiger@tigermail.com.) **B)** Check the **I accept the terms of use** box. **C)** Click **Register**.
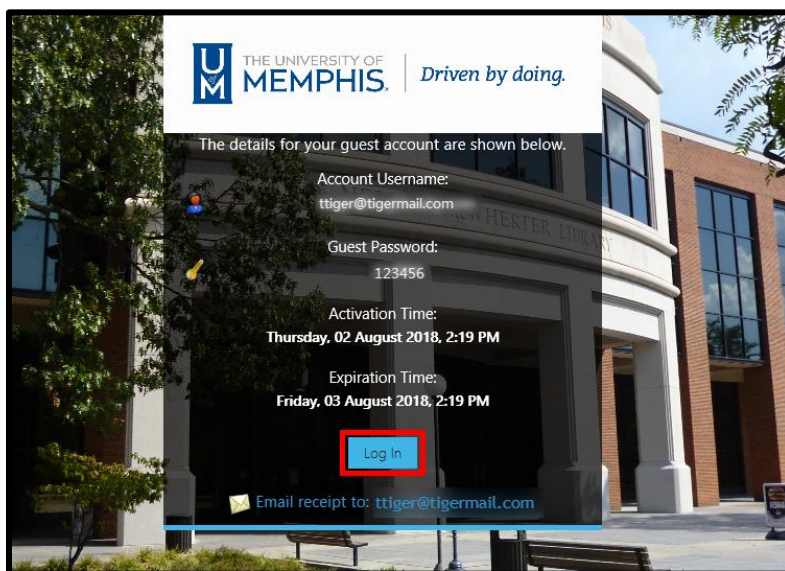

4. You will be given the details to your guest account including a guest password and expiration time for your account and password.

Note: If you click on your email at the bottom, an email receipt will be sent to the email address you entered confirming your guest account.
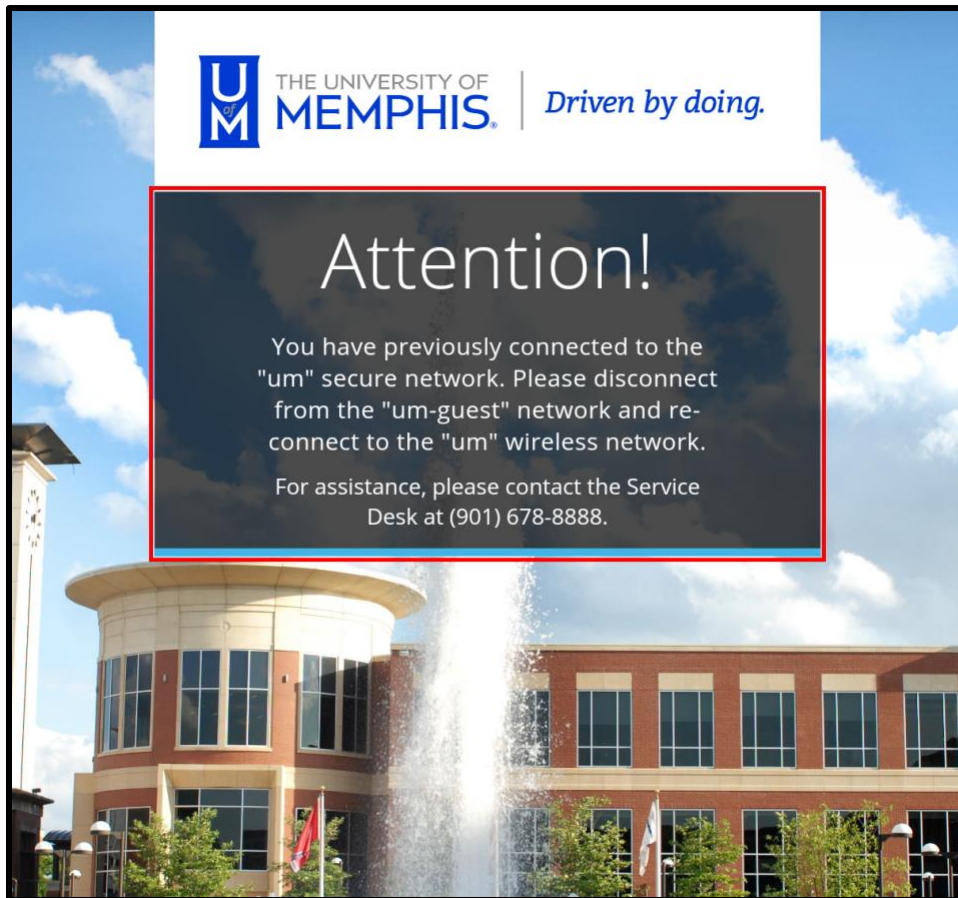
5. Click **Log In**.

6. A window will pop up asking you to exit the network or to continue. Click **Continue**.
7. You are now connected to the um-guest wireless network.

Note: If you have previously logged into the um wireless network, you will receive this message after selecting Continue.
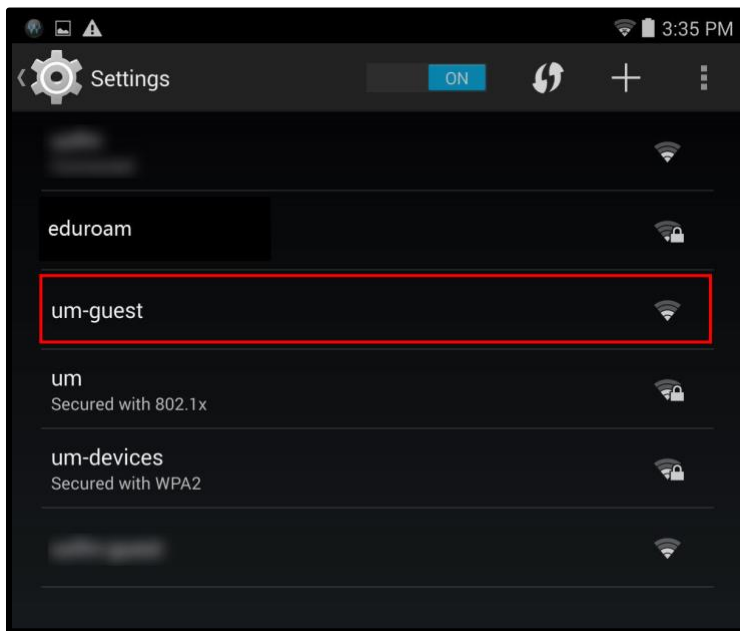
Connecting on an Android or Tablet

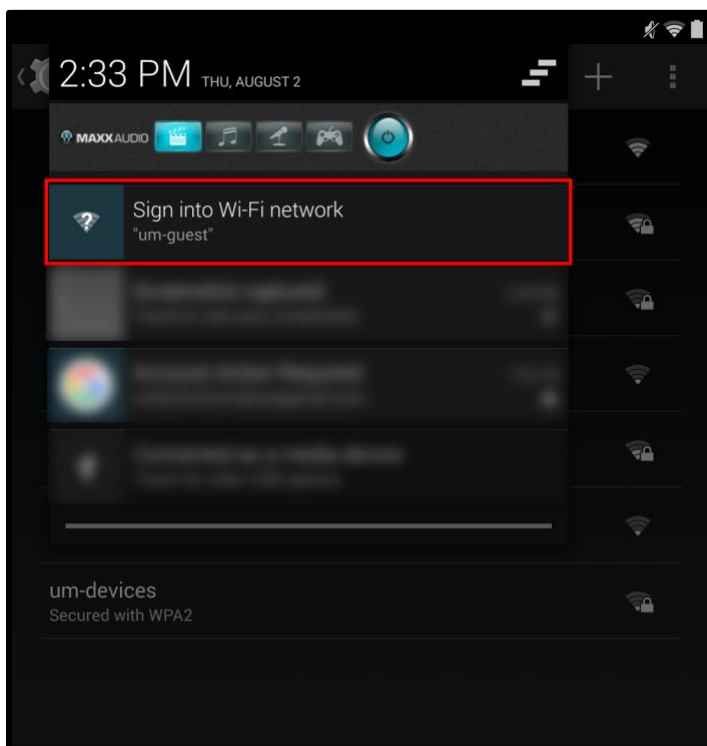1. Go to your device **Settings**.

2. Make sure that your **Wi-Fi** has been activated for the device.

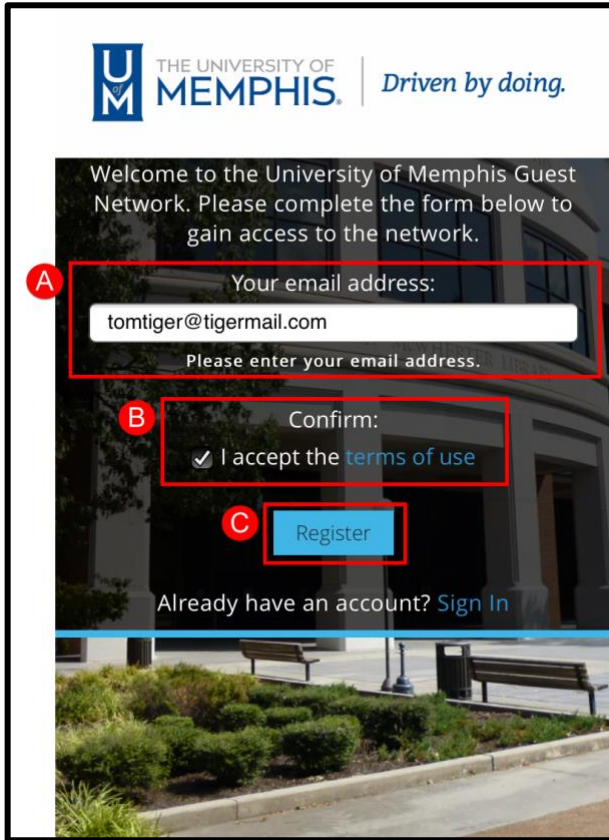3. Select **um-guest** from the wireless networks.

4. You will receive a notification asking you to sign into the Wi-Fi network. Pull down your notifications bar and select **Sign into Wi-Fi network**. You will be prompted to select a browser.

5. You will be asked to enter an **A)** email address. This is a non-UofM affiliated email. (In this example, we used tomtiger@tigermail.com.) **B)** Check the **I accept the terms of use** box. **C)** Click **Register**.
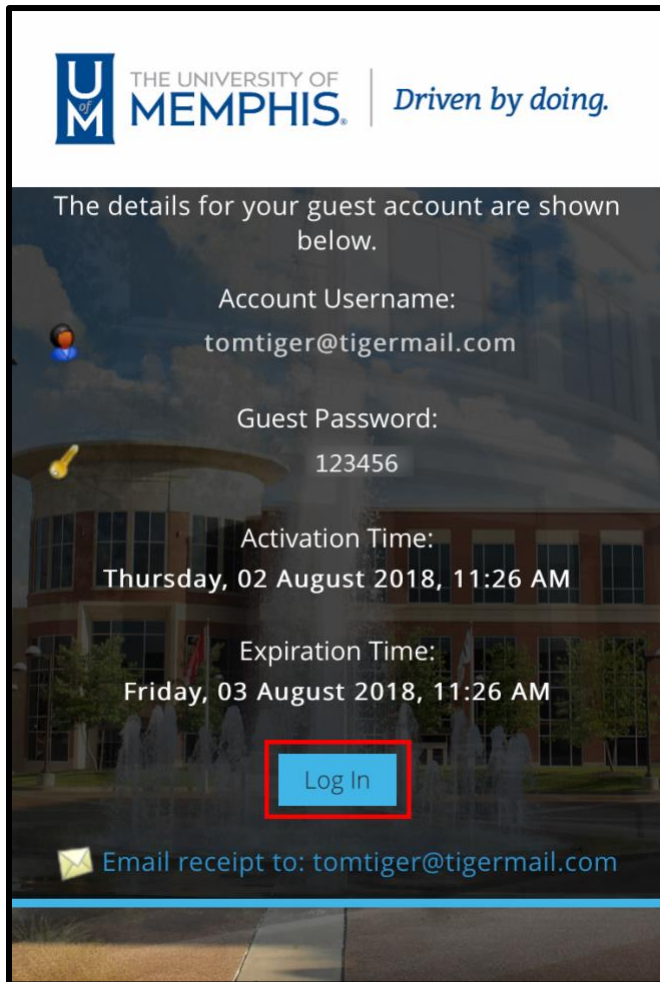
6. You will be given the details to your guest account including a guest password and expiration time for your account and password.

Note: *If you click on your email at the bottom, an email receipt will be sent to the email address you entered confirming your guest account.*

7. Click **Log In**.

8. A window will pop up with a security warning. Select **Continue**.
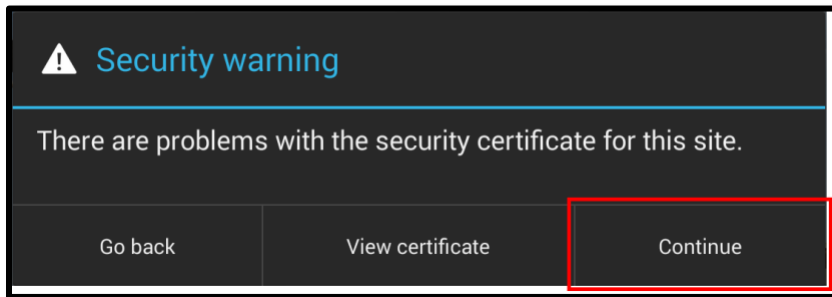
Note: If you have previously logged into the um wireless network, you will receive this message after selecting Continue.

Locating Help Resources

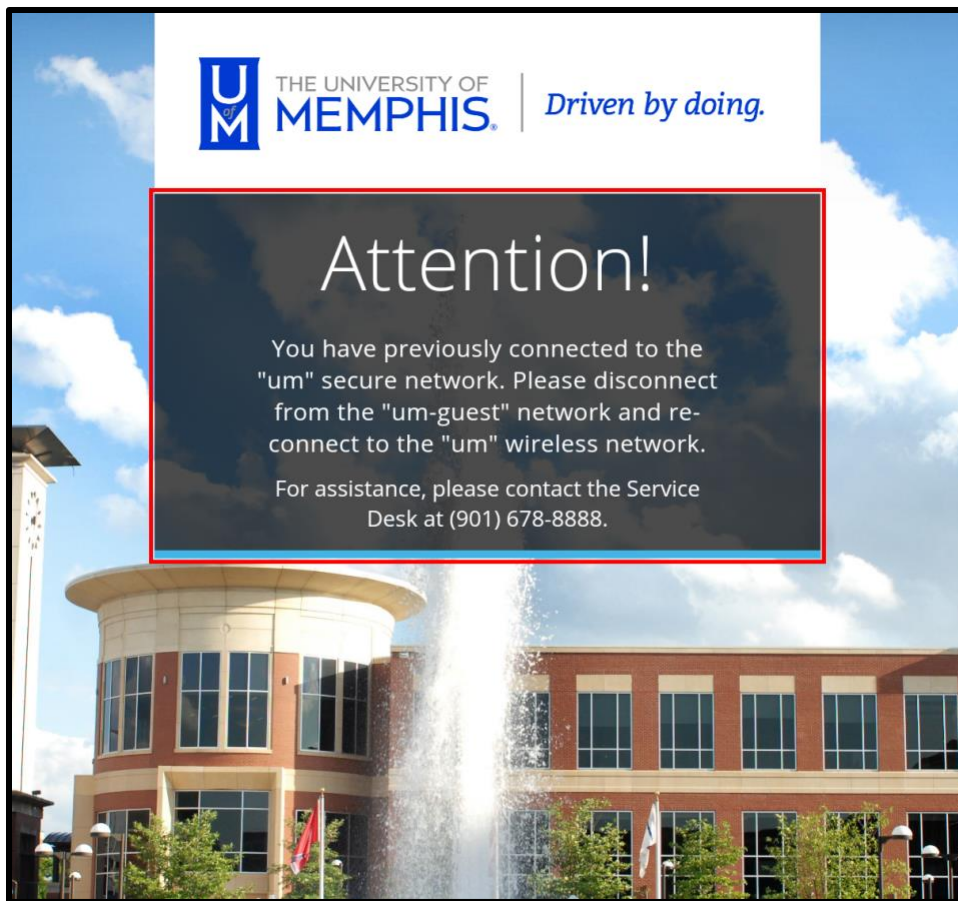umTech offers support to faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

Submitting a Service Request
Login URL: Click here for our service desk ticketing system. After logging in, choose the appropriate form request for services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! *(Excluding Some Holidays)*

ITS Service Desk Hours

Contact the Service Desk for assistance with technical login problems or issues. ALL incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.

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

Important Links
Explore the umTech Website
Search the Solutions Page