

Introduction to the myMemphis Portal

The Fundamentals

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Purpose

This documentation highlights features of myMemphis Portal, such as how to log in, create private pages, 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.

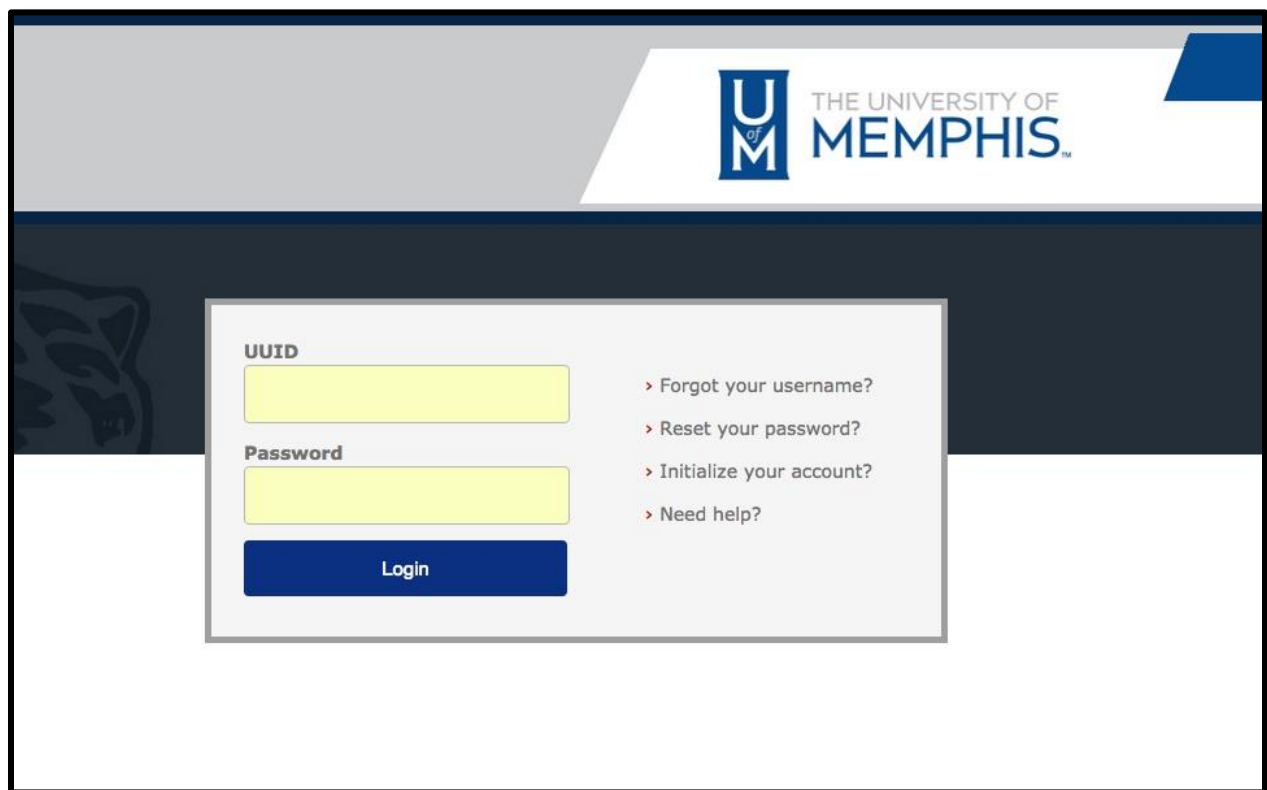
The myMemphis Portal is an online tool that allows users to access many University services from one location. In addition, the portal offers personalized content and individual customization.

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

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 login to your University e-mail and other University computer resources.

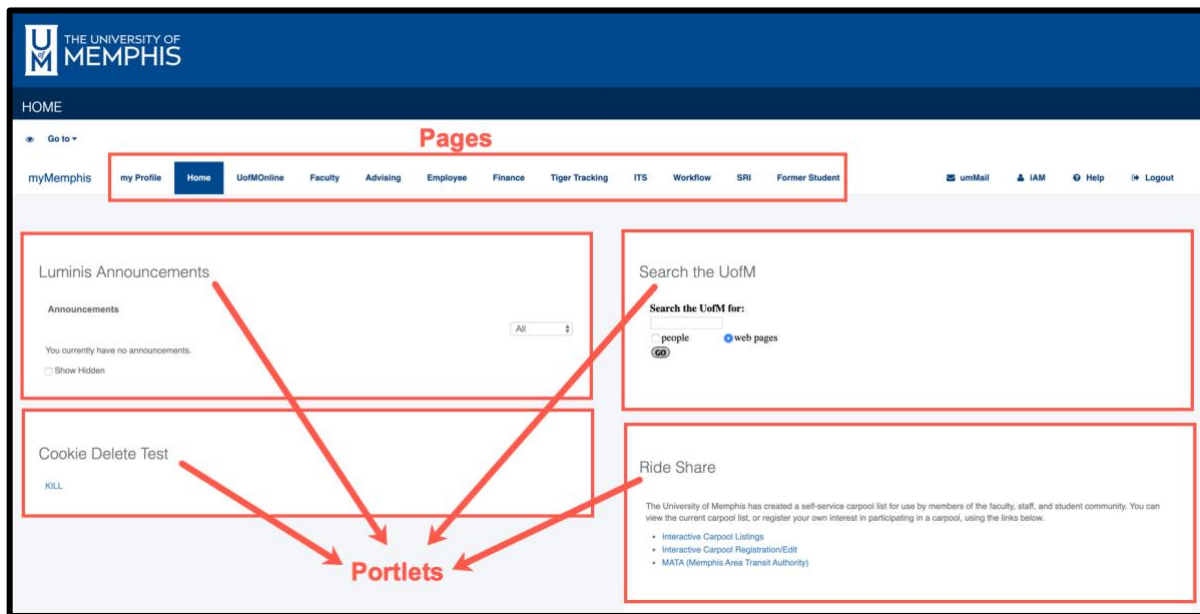
NOTE: The myMemphis Portal has a time-out of one hour. After one hour of inactivity, the myMemphis Portal will log you out. This is a security feature.



1. Go to: my.memphis.edu and 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 log in for myMemphis. Authenticate with DUO.
2. 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](#).*

Pages and Portlets

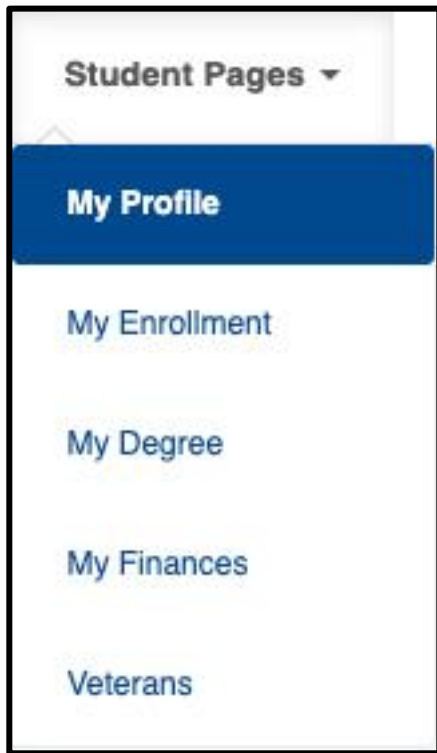
On the Homepage, you will see a series of Pages directly under the toolbar. Pages are generated based on the roles you hold at the University. For example; if you are a faculty member, you should have a **Faculty** Page, if you are an employee of the University, you have an **Employee** Page, students have a **Student** Page, etc.



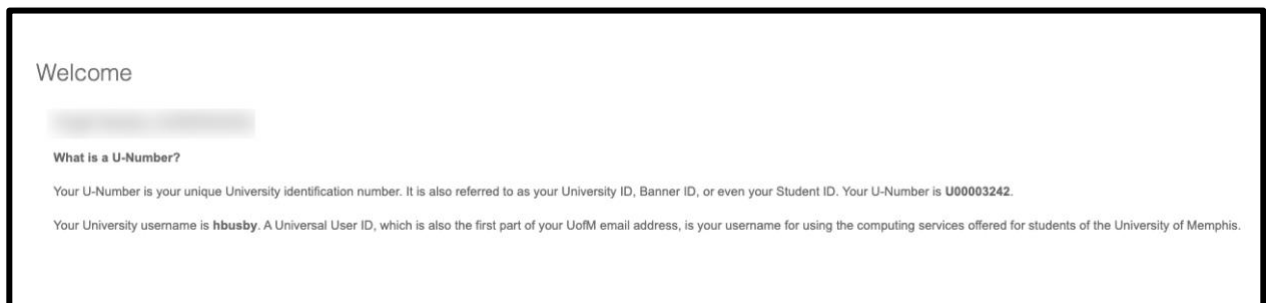
Unlike the old version of the myMemphis portal, our current portal does not allow customization of pages.

Student Page

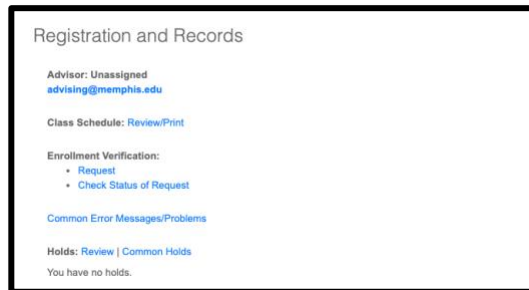
For Students, your profile has been moved to a new section called Student Pages. From here you can quickly access Your Profile, Enrollment, Degree, Finances and Veterans page.



The new Student page has three sections. The top section is information to the student about their U-Number and their username.

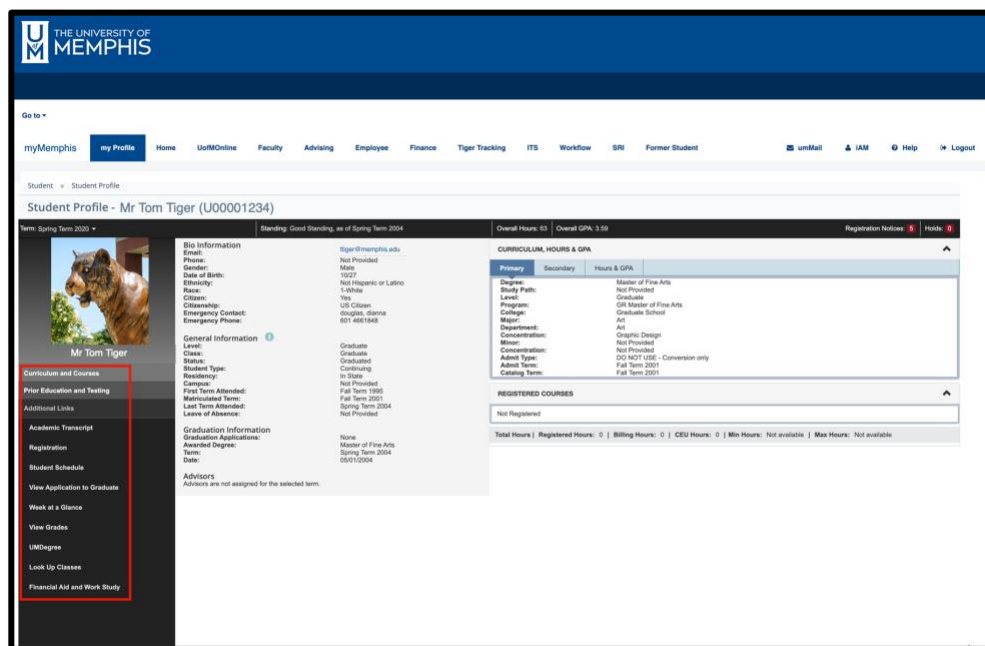


Below that are two columns. The left column is designed to support Registration and Records services. This column will display the student's assigned advisor, if it is assigned in Banner, or display as unassigned. This section will also display registration holds.



The right column is an interactive column designed to support Fees, Financial aid, and Scholarship. The Show Account Balance button is a toggle button that will show/hide a refund, amount due, or zero balance. The default is to hide the balance on page load. Selecting an academic year from the drop-down field will present financial aid requirements, holds, awards and scholarship details. Missing requirements and hold have a red flag icon indicator. Completed requirements and holds have a green checkmark indicator icon. The information icon is a toggle button that can be selected to show/hide information for that item.

The Profile page will be the first page to load. This profile page will provide them with direct links to their academic records and information all on one page. They will see links to Curriculum and Courses, Prior Education and Training, Academic Transcript, Registration, Student Schedule, Financial Aid, Work Study, as well as Overall Hours and GPA.



Pages

Below are all of the roles and their respective pages delivered within the myMemphis Portal.

Upon entering the myMemphis Portal, if you discover that you are missing Pages, contact the umTech Service Desk at 678-8888 or [enter a ticket](#).

Remember, Pages displayed are based on roles, so not all Pages will appear for everyone.

All Roles: Home; UofM Online

Advisor: Advising*

Employee: Employee; Finance; Workflow

Faculty: Faculty

Veterans: Students; Veterans

Former Employee: Former Employee

Former Student: Former Student

Prospective Student: Student; Account\$, My Profile

Student: Student; Account\$; MyDegree

Other manually assigned roles: Specialized pages as needed and assigned

**only visible if the user has Advisor role but NOT Faculty role*

Portlets

Each Page is comprised of a series of “portlets.” **Portlets** contain information and often feature links to additional content. Each of the pages contain a predetermined set of portlets appropriate to the role identified with that Page.

Below are all the default Portlets for each Page*.

Account\$:	Common Cents Student Giving; Fall 2020 Fees Information; Fastest Way to Get Information About Your Account; Financial Aid Office; Financial Aid Awards; Financial Aid Requirements; Financial Bookmarks; On-Campus Student Employment; Scholarship Office; Tuition and Fees; University & Student Business Services
Faculty:	Access your Courses; Banner Admin Pages; Banner Self Service; Contact the Service Desk; Course Roster & Drop/Add Activity; CVs and Profiles; Faculty Dashboard; Faculty Schedule; Faculty Grading; Grade Changes; Navigate; Performance Appraisals and Evaluations; Research Support; Resources & Advising; SETE Administration, Monitoring & Reports; SETE Course Evaluations; SETE Report; UMdegree; UofM Online Faculty Resources
Advising:	Advisor Dashboard; Advising Forms; Banner Admin Pages; Banner Self Service; Course Catalog/Schedule; My Banner; Navigate; Online Academic Curriculum Changes; TrueBlue Life; UMdegree
UofM Online:	Access Your Courses; iAM; Library Links; Library Quick Search; LinkedIn Learning; Online Tools; umBlog; umSurvey; umWiki
Employee:	Application Administrative Access; Banner e-Print; Banner Admin Pages; Banner Reference Information; Campus Work Requests; Compensation Notifications; eContracts and EPAFs; Edison State of Tennessee Benefits System; Electronic Forms; Employment Details; Employment Verifications; Employee Work Location; Employee Information Update; Faculty & Staff Giving Program; FERPA; Graduate Application and WebAdMIT; Lambuth Campus: Faculty/Staff Info; Memphis Ready; New Employee Post-Orientation Tasks; Nursing Clinical Data; Performance Appraisals and Evaluations; Personal Information; Reports; Research Support; Safety Information; TigerPark; Time Approval; Time Leave Reporting; Training Opportunities; Telecommunications Report; Tiger Zone; WorkforUM; University & Student Business Services; UMdegree
Finance:	Approval Alerts; Banner Admin Pages; Banner e-Print; Banner Reference Information; Banner Self Service; ePrint Test (Banner Test Repositories); Financial Advisor; My Banner; Reqs & POs; Tigerbuy
Former Student:	Academic Advising and Planning; Banner Self Service; Fee Payment; TranscriptsPlus

Former Employee: Employment Details; Personal Information; Separation and Clearance Information

Home: myMemphis Announcements; Ride Share; Search the UofM; Welcome!

Student: Fees, Financial Aid, and Scholarship; Registration and Records; Welcome

Student Pages: **My Degree; My Finances; MyProfile; My Resources; Veterans**

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

My Finances: Common Cents Giving; Fee Information; Financial Aid Office; Financial Aid Requirements; Financial Aid Rewards; Financial Bookmarks; Dropping or Withdrawing; On-Campus Student Employment; Scholarship Office; The Fastest Way to Get Information About Your Account; Tuition and Fees; University & Business Services

My Profile: Curriculum & Courses; Prior Education and Testing; Additional links; Degree Evaluation; Academic Transcript; Registration; Student Schedule; View Application to Graduate; Week at a Glance; View Grades; UMdegree; Look Up Classes; Financial Aid and Work Study

My Resources: Academic advising and Planning; Academic Integrity; Access your Courses; Aleks Testing; Banner Self-Service; Buy Your Books; Contact the Service Desk; Counseling Center Paperwork; Electronic Forms; Fee Information; Housing and Residence Life; GA Appointments; LinkedIn Learning; National Student Clearing House; Navigate; Nursing Clinical Data; Online Student Orientation; Parchment (Transcripts); Registration Tools; SETE Course Evaluations; SETE/SIRS Reports; Senior Class Gift; Student Application Process; Student Athlete Portal; Student Grades; Student Responsibility; Summer, Spring, and Fall Courses; Tiger Park; TigerZone; Unofficial Student Grades

Veterans: News & Notices; Credit for Prior Education/Training; Support; eBenefits; Grants & Scholarships; Registration & Enrollment Tips; VA Certification & Deferment; VA Educational Benefits

MyDegree: Commencement and Graduation; Graduate School Application; Graduation Status; My Future; umDegree

ITS: Campus Work Requests; Change Management; IT Suggestion Box; IT Utilities;
LP5 TA Management; MyMemphis Announcements.

Workflow: Alerts; My Processes; Worklist

SRI: Enrollment Data; Faculty Staff Data; Planning Tools; SRI Resources

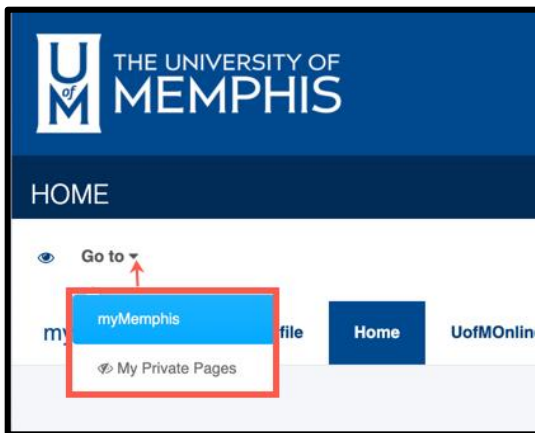
* Due to the evolutionary nature of the myMemphis Portal, these defaults may be altered in the future.

Creating a Private Page

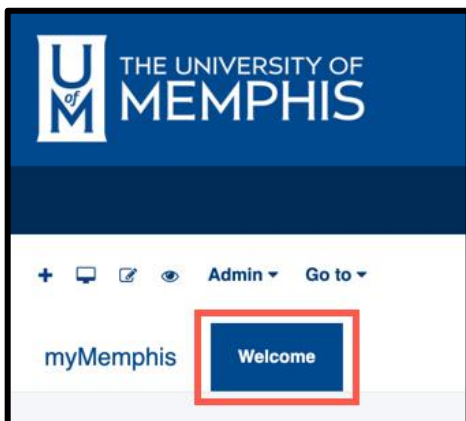
1. To manage **Private Page**, go to the Home word located at the top left of the toolbar with the words “Go to” beside it. By default, you will automatically have a private page titled **Home**.



2. Expand the drop-down menu and select My Private Pages to begin the process of creating a new private page.



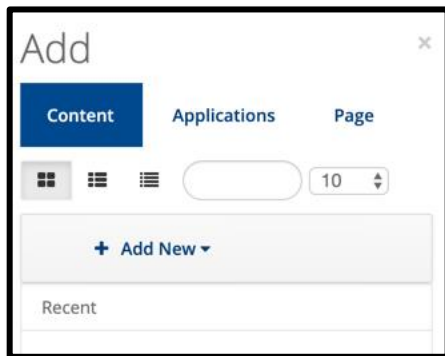
3. The **Private Page** will be named **Welcome**. You can choose a new name and type it in the Name (Required) field. You are only allowed one page for customization.



4. Located on the far left, the tools that will allow you to customize the way your Private Page. From here, you can select a name for your customized Private Page.

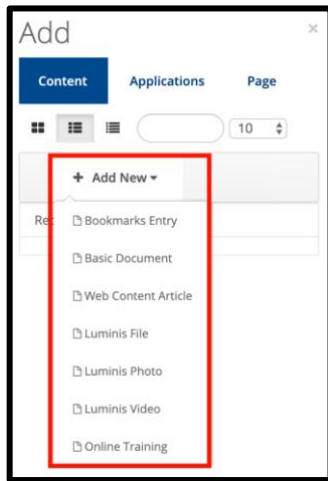


5. **Add** - When you open the + (add content) button, you will see the following window.

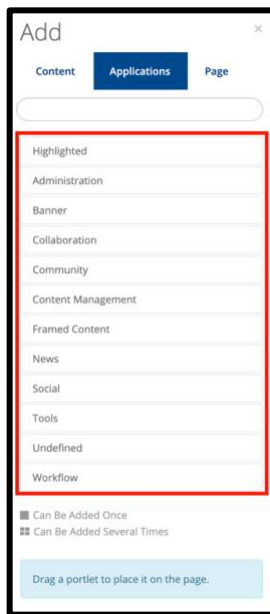


Adding Customized Portlets to Private Page in myMemphis Portal

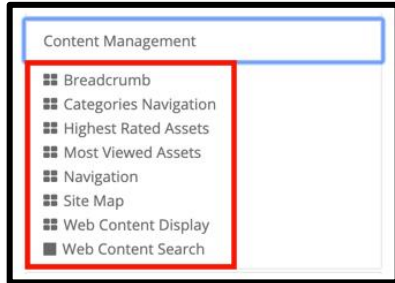
1. To add **Content**, Choose **Add New** from the drop-down menu. This will allow you to add several items of content, such as a Bookmark entry, Basic Document, Web content Article, File, Photo, Video or Online Training.



2. Once you have created a Private Page, you can begin to add portlets to it. Choose from the following Groups of portlets to add application content to your personal page. Tile choices are Highlighted, Administration, Banner, Collaboration, Community, Content Management, Framed Content, News, Social, Tools, Undefined and Workflow.



- Each tile can be expanded to reveal what content can be added to your personal page by clicking and dragging the tile onto your personalized page.

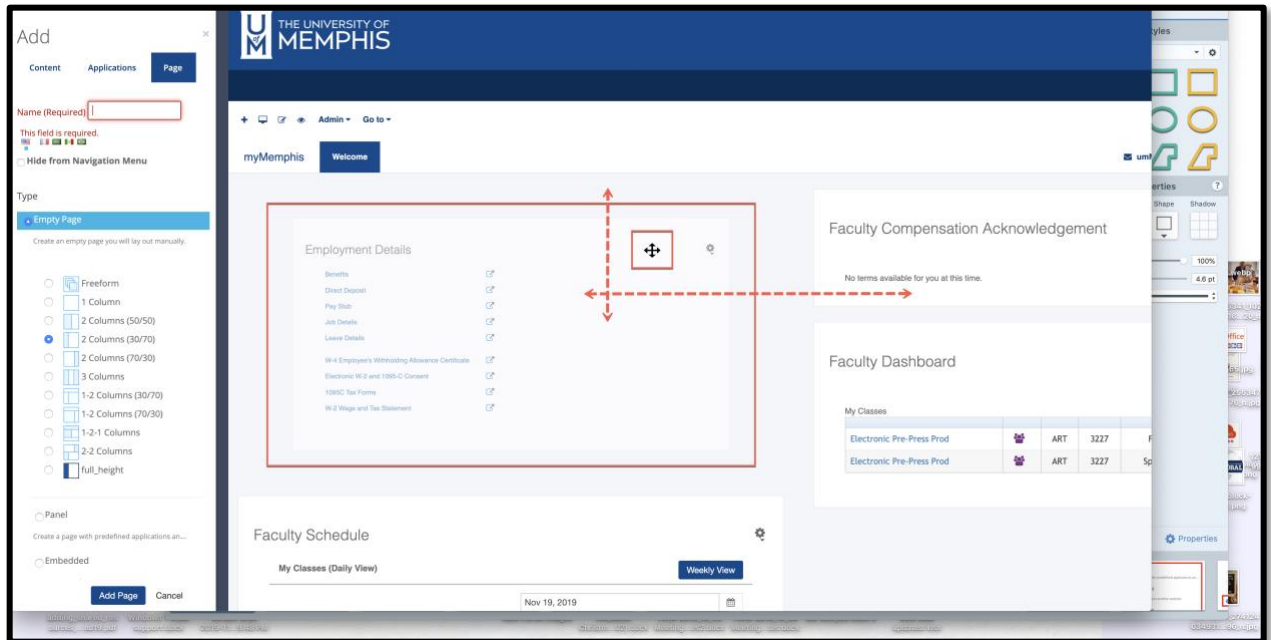


Tiles have two looks to them. Solid squares can only be added to your page once. Four small squares mean that they can be added several times.



- Once added, your Portlets will appear on your personal page.

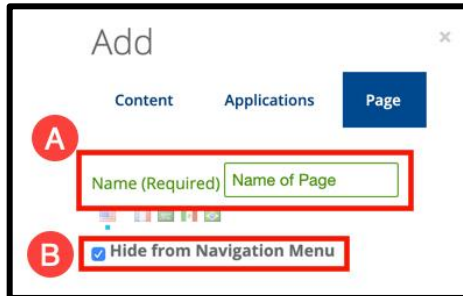
5. To rearrange the Portlets on the Private Page, hover over the Portlet and the mouse icon will change to a Move Tool.  At this point, you can move the Portlet around and configure the placement of the Portlet on the Private Page.



Note: You can move the Portlets around to reorganize them as they are expanded or arrange them when they are collapsed.

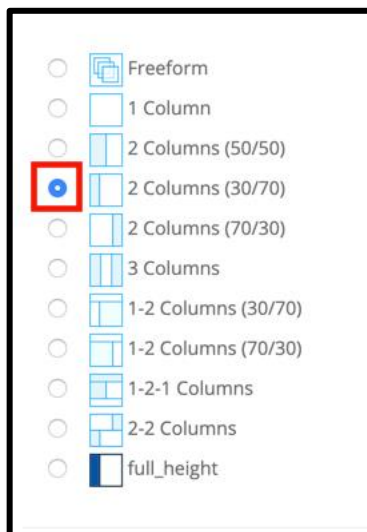
Page Customization

1. Page will allow you to define a specific look and feel for this Page by allowing you to choose between the different available themes. When adding a page, you will be required to name the page. A) Type the name of the page in the blank field. B) if you do not want the page to appear in your navigation menu, check here.



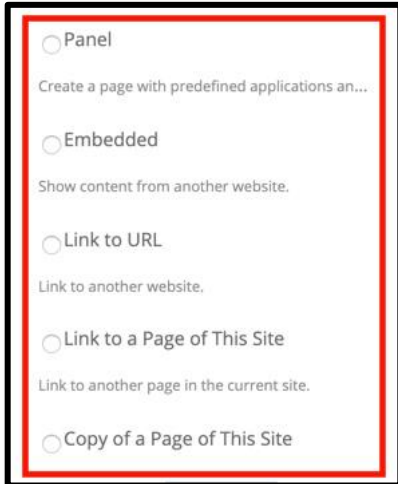
The screenshot shows a dialog box titled "Add" with a close button (X) in the top right corner. Below the title bar are three tabs: "Content", "Applications", and "Page". The "Page" tab is selected and highlighted in blue. Below the tabs, there are two input fields. The first field is labeled "Name (Required)" and contains the text "Name of Page". The second field is labeled "Hide from Navigation Menu" and has a checked checkbox. A red box labeled "A" highlights the "Name (Required)" field, and a red box labeled "B" highlights the "Hide from Navigation Menu" checkbox.

2. Choose a layout you want for your private page by selecting the radial button beside the custom layout choices.



The screenshot shows a list of layout options with radio buttons next to each. The options are: Freeform, 1 Column, 2 Columns (50/50), 2 Columns (30/70), 2 Columns (70/30), 3 Columns, 1-2 Columns (30/70), 1-2 Columns (70/30), 1-2-1 Columns, 2-2 Columns, and full_height. The "2 Columns (30/70)" option is selected, indicated by a blue dot in the radio button and a red box around it.

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



A screenshot of a page design selection menu. The menu is enclosed in a red rectangular border. It contains five radio button options, each with a descriptive text line below it:

- ☐ Panel
Create a page with predefined applications an...
- ☐ Embedded
Show content from another website.
- ☐ Link to URL
Link to another website.
- ☐ Link to a Page of This Site
Link to another page in the current site.
- ☐ Copy of a Page of This Site

4. Once you have made the choices for your personal page, scroll to the bottom of the side bar, and click **Add Page**.

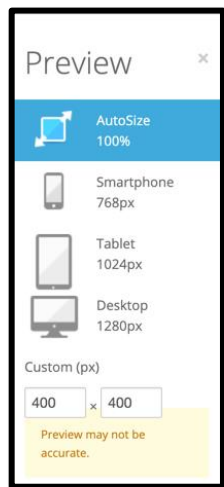


A screenshot of two buttons at the bottom of a sidebar. The 'Add Page' button is highlighted with a red rectangular border. The 'Cancel' button is to its right.

Add Page Cancel

Preview

Page will determine the column layout of your Private Page. Choose from the various options available for preview in different formats.



Editing Portlets

Beside each portlet on your customized page, you will see a gear symbol, which you will choose to edit the settings of a portlet. ⚙️

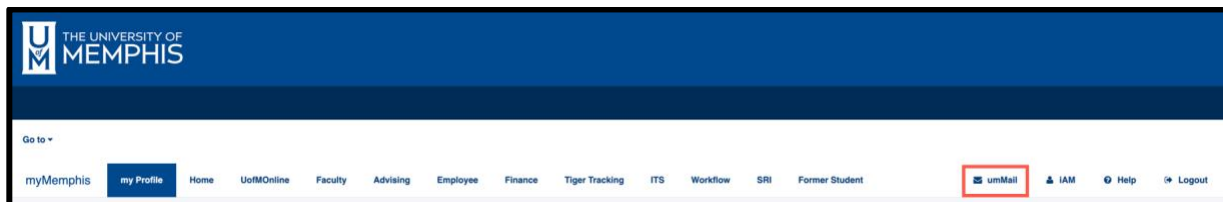
Portlet Editing Tools:



1. Options - allows you to customize the look and feel of Portlets
2. Configuration - allows you to customize the permissions of Portlets
3. Import /Export - Export the selected data to the given LAR file name
4. Maximize - makes the Portlet fill the entire Page space
5. Minimize - minimizes Portlet
6. Remove - deletes a Portlet

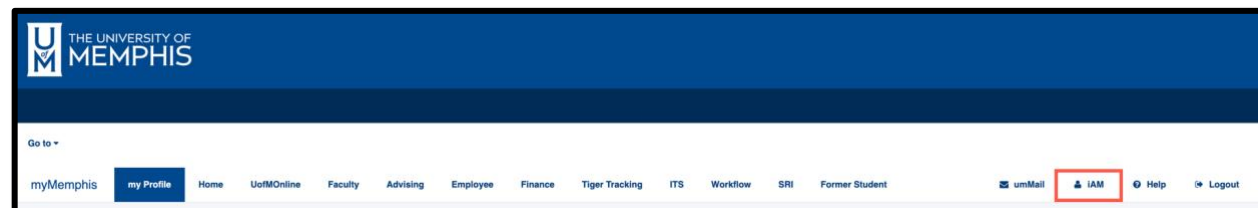
umMail

The **umMail** icon will take you directly to the University's webmail. You will sign on with your University's email address and the associated password.



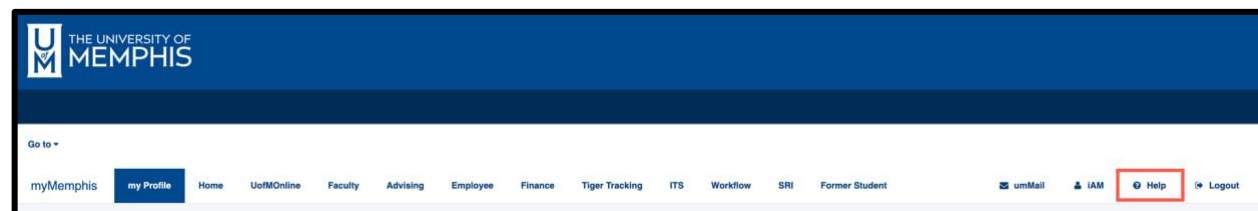
iAM

iAM - The iAM web service provides users the ability to self-service several account functions. These functions include password reset, email routing, and preferred email address selection.



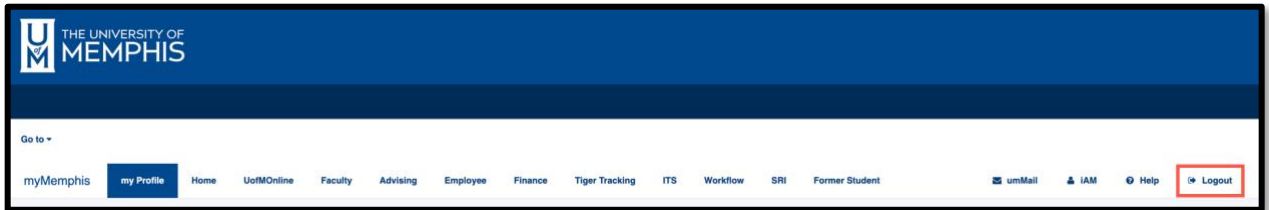
Help

Help - Is a direct link to full documentation for myMemphis.

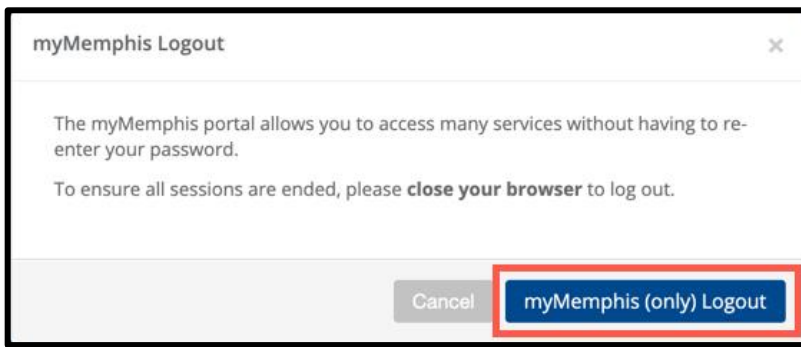


Logging Out of the System

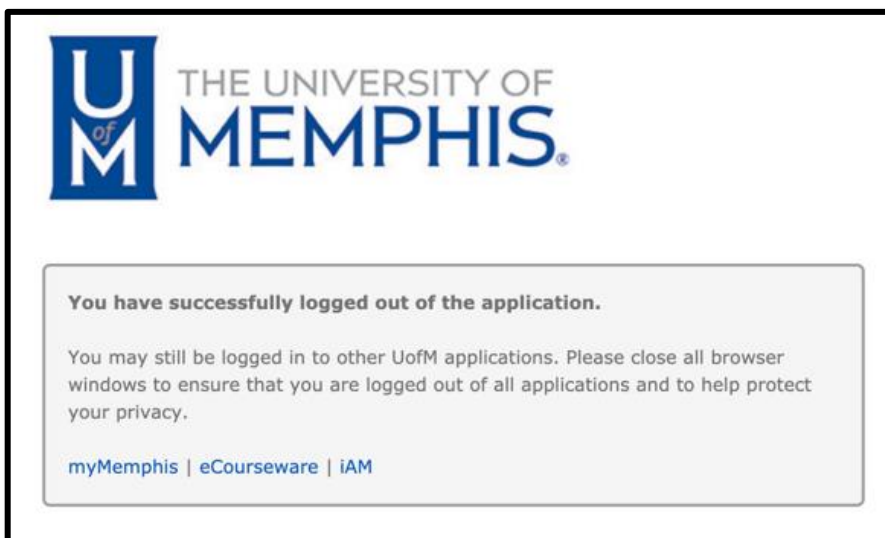
1. To log out, click on the **Logout** icon



2. Next, select **myMemphis (only) 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 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)

- The ITS Service Desk hours will be as follows:
 - Monday - Friday 8:00 am - 8:00 pm
 - Saturday 10:00 am - 2:00 pm
 - Sunday 1:00 pm - 5:00 pm
- 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](#)