Getting Started – Email

Logging In

Email at the University of Memphis is unlike other systems on campus. Instead of only your UUID to log in, it will need to use your entire email address as your username, username@memphis.edu.

For example, Tom Tiger’s UUID is ttiger. His email address is ttiger@memphis.edu. To log in to email he would use the username ttiger@memphis.edu and his university password used for other systems (i.e. umDrive).

Remember:
- Your username = full email address; UUID@memphis.edu
- Password = same one used for other University systems, such as umDrive

Webmail (umMail)

Online access to the University of Memphis email system can be done in three ways:
- umMail website
- myMemphis portal
- University of Memphis homepage

These instructions use the umMail website.

1. Open an internet browser window (Internet Explorer, Firefox, etc…) and go to https://ummail.memphis.edu.

2. Enter your full email address (A) (username@memphis.edu) and password (B).

3. Click Sign In (C).
Outlook Desktop Application

Faculty and Staff can contact their Local Service Provider (LSP) for information and assistance in getting Outlook set up on their office computers.

Changing my University Password

1. Within an Internet browser window go to https://iam.memphis.edu

2. Enter your UUID and Password in the fields provided, click Login.

3. Click Change Password.
4. Enter your new password in both fields. **This needs** to be a **new password**, not the same password you’ve been using. The new password must also be a **different number of characters** than your old one.

   Click **Change**.

   ![Password Change Form]

   After clicking **Change**, you will receive the following message:

   ![Password Change Successful]

5. **Wait 5 minutes** and go back to [https://ummail.memphis.edu](https://ummail.memphis.edu) and try to login again using your username@memphis.edu and your new password.

**Additional Resources**

- Mobile Devices
- umTech email training website – Visit for a variety of other information/topics