Incidents and Service Request Basics - How to access - BMC Remedyforce

BMC Remedyforce Self Service is a browser based incident management system that enables users to access the system from any mobile device or computer. Please note that different fields or sections in the system require your browser to allow pop-ups from Remedyforce.

To Log into the System

1. Browse to: [https://umhelpdesk.memphis.edu/](https://umhelpdesk.memphis.edu/)

2. Login with your **UUID** and **password**
   - The UUID and password is the same one you use for myMemphis Portal and all other campus resources.

3. The **Self Service** tab is the default-landing page. However, to manage incidents and request click on the **Remedyforce Console**.