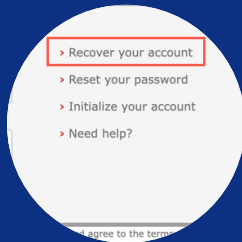
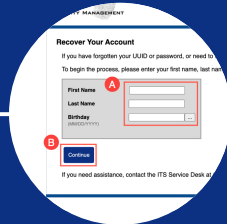


# Account Recovery for Students

## How to Obtain a Temporary DUO Bypass Code for Students



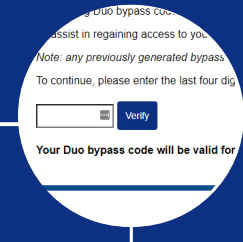
Navigate to **iAM**  
<https://iam.memphis.edu>  
Choose **Recover Your Account**.



**A)** Enter your first and last name, and birthdate  
**B)** Click **Continue**

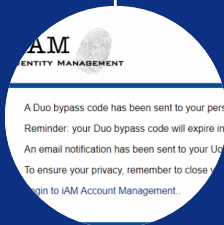


Authenticate with DUO or click **Generate a bypass code**.



Verify last 4 digits of your Social Security number.

**Note:** If you are a student without a social security number (SSN) that needs a DUO bypass code, reach out to the Service Desk. 901.678.8888, [umtech@memphis.edu](mailto:umtech@memphis.edu)



An email will be sent to your personal email address on record with a DUO bypass code



<https://iam.memphis.edu>  
You can then login with the Bypass Code to update your device in DUO Account Security.

## You've Recovered Your Account!

**For more detailed instructions, please see our Password Reset Page.**



Information Technology Services