Student Orientation

Technology at Iowa

Information Technology Services (ITS)

Summer 2025

Welcome to ITS!

- Overview of topics:
  - Our walk-in location in UCC is for student tech help!
  - HawkIDs and account access
  - Email and the Office 365 suite
  - Networking and computer labs
  - Frequently asked questions
  - Important links

HawkIDs and Account Access

HawkID Password

- Know how to change your password
  - hawkid.uiowa.edu

- **Do not** use your parent's email address or phone numbers for your contact info in MyUI
  - Two-Step Login will only work with the student phone number

- Use your HawkID – do not log in with your UI ID number

- Students will have access to most services after enrolling in courses

Parent Guest IDs

- Students send invitation from MyUI to create account
- Student controls guest/parent access to U-Bill, grades
- Use HawkID password tool to change password
- **myui.uiowa.edu**

Use the form below to invite a parent, guardian or other individual to become a guest to your student records. This will allow the person to log into MyUI using their own HawkID and password. They will have access only to the parts of MyUI that you specify below.

Email

Please provide your guest's email address. If your guest is a University of Iowa employee or student, please use their University "Send E-Mail To" address. This will expedite access to your records. Search for your guest's "Send E-Mail To" here: UIowa Directory

Access Rights
- ☐ Can view and discuss tuition, U-Bill, aid disbursement, 1098-T and financial documents. Can make payments on MyUI.
- ☐ Send U-Bill Notification Email to Guest
- ☐ Can view admissions profile
- ☐ Can view schedule *
- ☐ Can view grades *
- ☐ Can view financial aid *

Send Invitation

* A Student Records Consent form must be completed to allow school officials to discuss this information with anyone other than you (the student).

Two-Step Login

Duo Mobile App

- Easiest, most secure, and reliable

- Convenient if traveling internationally

- Download for free from iOS App Store (iPhone) or Google Play Store (Android)

- Two-Step Login is mandatory
  – 30-day grace period for students

- How to Setup Duo

ICON

→ Learning management system

→ Powered by Canvas (Instructure)

→ Used to share course content, submit assignments, take quizzes, grade, and hold online discussions

→ Gain access once admitted
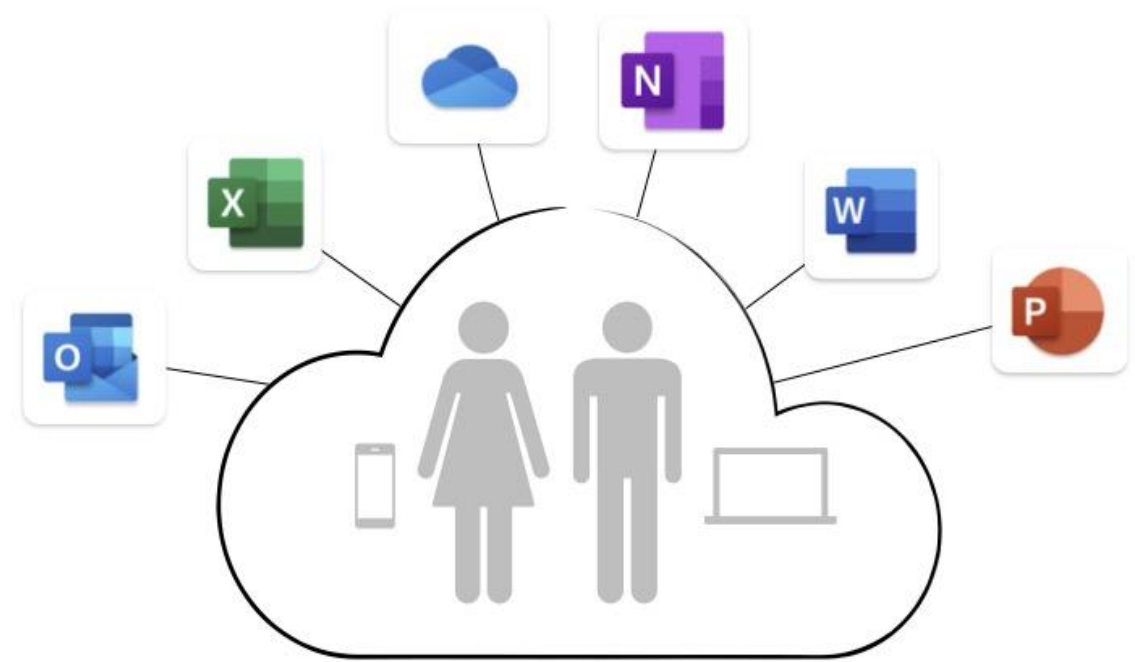 o Instructors decide when to publish their course in ICON

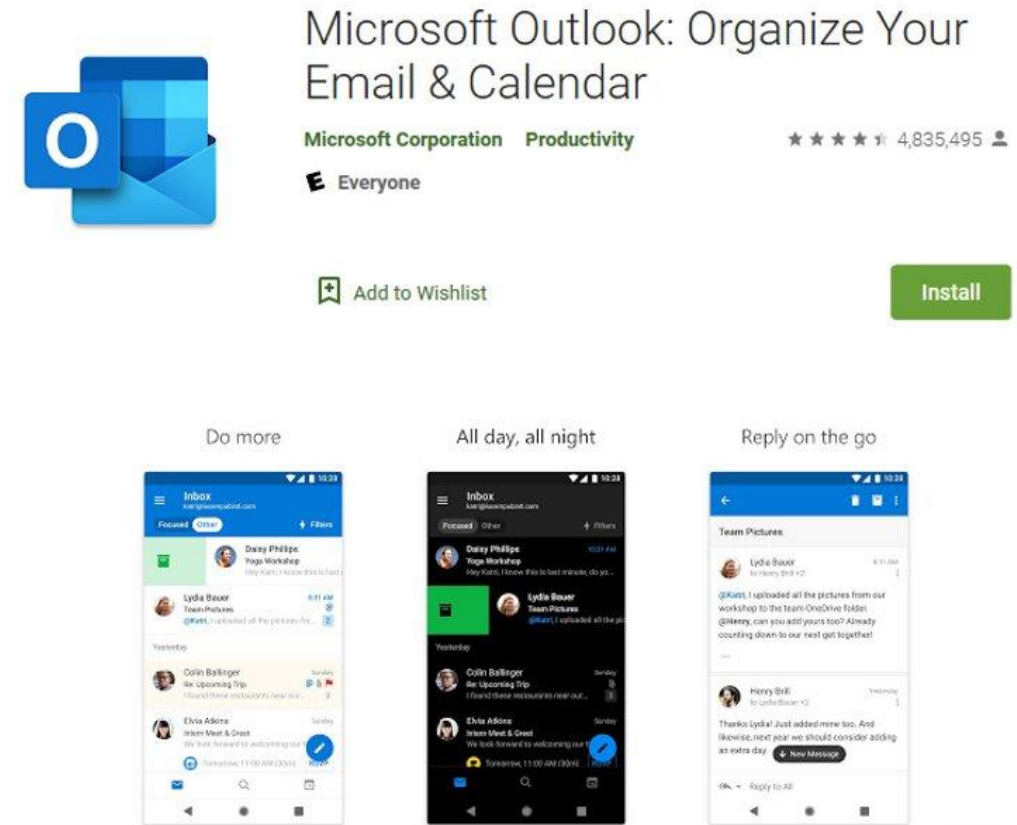→ icon.uiowa.edu

Email and Office 365

Microsoft Office 365

- Online access to email, calendar, and documents anywhere, anytime

- Collaborate with other students

- 1 TB of online storage with OneDrive

- Students retain access to their email account for 2 years after graduation

- Download and install Microsoft Office on up to **five devices**

- **office365.uiowa.edu**

Outlook

- Use the Outlook app on laptop and mobile devices
- The app is compatible with Two-Step Login and provides another layer of security
- Log in with HawkID@uiowa.edu
- How to access University email

Artificial intelligence (AI)

- Students get access to Microsoft Copilot chat platform

- Instructors provide permissible AI uses via Syllabus

- Common AI Tools

Networking and Computer Labs

Wireless

- **Eduroam**
  - Secure, high-speed wireless on campus
  - Log in with your HawkID@uiowa.edu and password

- **UI-Guest (students do not use!)**
  - Not secure, intended for short-term use for guests
  - Will not work with many UI services

- **UI-DeviceNet**
  - Designed for gaming consoles and streaming devices

Instructional Technology Centers (ITCs)

- Over 1,000 computers available across campus
- Printers in all ITC locations
  - $.07 per black and white page
  - $.20 per color page
  - Printing charged to U-Bill
- Several locations open 24 hours

Get Support

- **Call** 319-384-HELP (4357)
- **Email** its-helpdesk@uiowa.edu
- **Chat** its.uiowa.edu/connect

- **Walk-In Help Desk**
  - 2800 UCC
  - 2nd Floor of Old Capitol Mall
  - Monday –Thursday: 8am – 6pm
  - Friday: 8am – 5pm

- **Support Website**
  - **its.uiowa.edu**

Frequently Asked Questions

Laptop Recommendations

- Students should have access to a laptop or desktop computer. Chromebooks are not recommended **as your only device** as they do not work with some university services.

- It is personal preference whether you want to use a Mac or Windows laptop!

- For guidance on hardware minimum specs, review our recommendations.

- For Engineering: Engineering Laptop Recommendations
- For Business: Tippie Laptop Recommendations

FAQs 1

Q. **Do I need to bring a printer to campus?**
A. Most students don't as [printing is available](#) around campus, including in dorms. If you do bring a printer, you will need a cable to connect your computer to your printer as wireless printing to personal printers is not available on our network.

Q. **Should I bring a wireless router to campus?**
A. No, they are not allowed in campus housing because we provide secure wireless via eduroam.

Q. **How do I buy electronic textbooks?**
A. They can be purchased through [ICON Direct](#).

Q. **Where should I store my files?**
A.   [Microsoft OneDrive](#) is the most secure and accessible way to store important documents.

Q. **How do I add my university email to my phone?**
A. Download and install the [Outlook application](#) (free on all mobile devices).

Q. **How do I set up my parent guest account?**
A. Go to [MyUI](#) and choose the **More** tile under Student Information. At the bottom of the page, go to the **MY UIOWA** section and choose **My Guest Accounts** to send an invitation to create a parent guest account. If your parent already has a HawkID with the university, make sure to use the email address associated with that HawkID.

IOWA

Information Technology Services (ITS)

FAQs 2

Q. How do I connect to university [wireless networks](#)?
A. The eduroam network is what you use and is available all across campus. Personal devices such as gaming consoles and smart TVs can be connected to UI-DeviceNet.

Q. How do I connect a gaming/entertainment device to [UI-DeviceNet](#)?
A. To connect a device, you can go to the registration page on the ITS Website and enter the devices mac address to register. This will connect the device to your account. Once it has been registered you will receive an email with the credentials to log in.

Q. Can I still use Google Docs or my Gmail account instead of my university provided account?
A. Although [these services](#) are available to use, we do not recommend them for use with your university coursework or for communicating with others at the University of Iowa. Instructors will not respond to emails from personal email addresses, and emails may be flagged as coming from an external source and blocked by the university spam filters.

Q. How do I change my HawkID password?
A. You can visit [HawkID Tools](#). Verify that your phone number is correct in MyUI before you change your password.

Q. What are some of the things I get for free again?
- [Software](#)
- [Technology Training and Courses](#)
- [Microsoft Office 365](#) (on up to 5 devices!)
- ITS Help Desk support in our walk-in location, on the phone, by email, or live chat!

Important Links

- Help Desk Contact Information
- ITS Support website
- IT Services for Students
- HawkID Tools
- Email online
- Phishing Information
- Instructional Technology Centers (ITCs) and Printing
- Software Information
- Virtual Desktop
- LinkedIn-Learning
- Computer Recommendations

To Conclude

Key takeaways for incoming students:

- Our walk-in location in UCC will help with your devices
- Understanding your HawkID account and access
- Office 365 tools
- Networking resources and computer labs
- Answers to common questions
- Overview of technology services available at Iowa

For more support, contact us at:

Phone: 319-384-4357 (HELP)

Email: its-helpdesk@uiowa.edu

Live chat: https://its.uiowa.edu/connect

IOWA