

Student Orientation

Technology at Iowa

Information Technology Services (ITS)

Summer 2026

its.uiowa.edu/contact

Welcome to ITS!

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

HawkIDs and Account Access



HawkID Password

- Know how to change your HawkID password
 - hawkid.uiowa.edu
- **Do not** use a parent/guardian email address or phone number for contact info in MyUI
- Log in with HawkID username, not University ID number
- Students will gain access to most services after enrolling in classes

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



Two-Step Login

Duo Mobile App

- App required to complete two-step authentication
- App-capable device required
 - A "hardware token" is available for those without a compatible device – available at the Help Desk
- Two-Step Login is mandatory
 - 30-day grace period for students
- [How to Setup Duo](#)

ICON



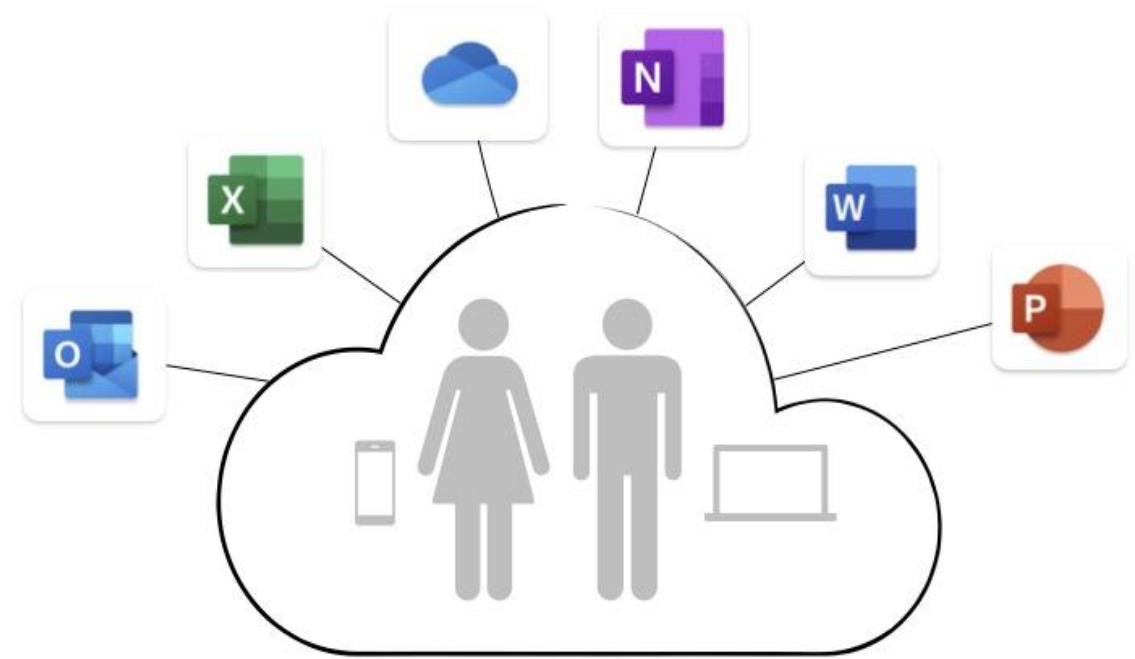
- Learning management system
- Powered by Canvas
- Used to share course content, submit assignments, take quizzes, grade, and hold online discussions
- Gain access once admitted
 - Instructors decide when to publish their course in ICON
- <https://uiowa.instructure.com/>

Email and Microsoft 365



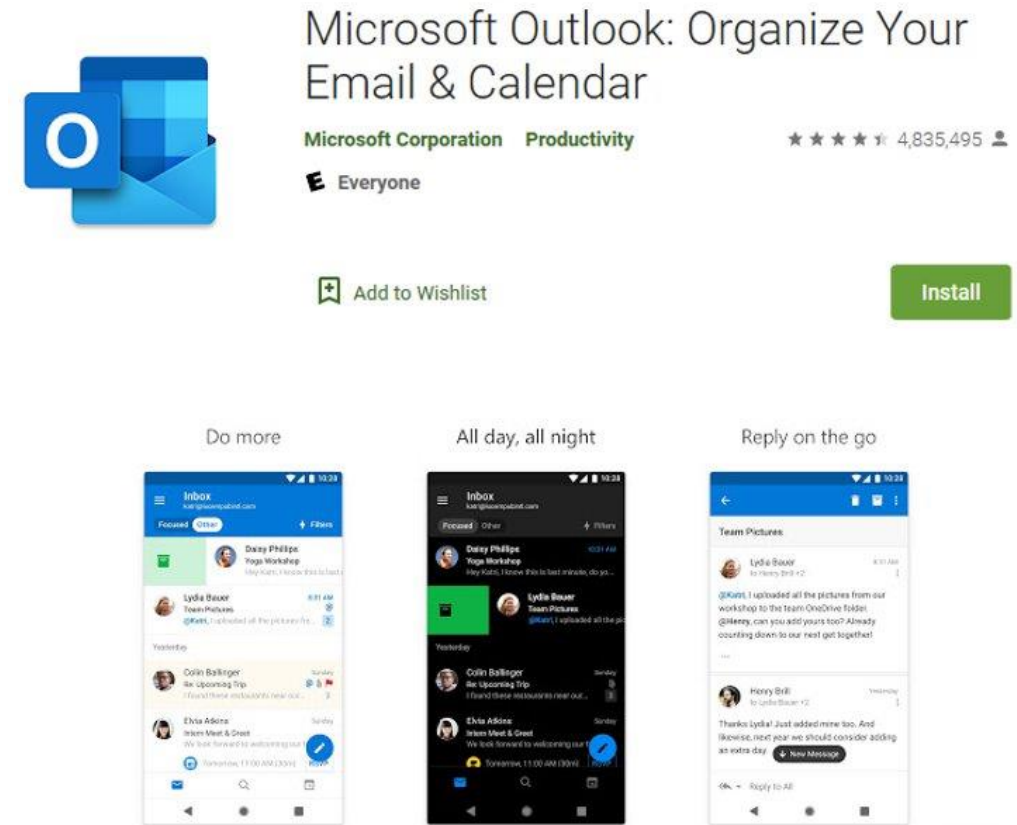
Microsoft 365

- Online access to email, calendar, and documents anywhere, anytime
- Collaborate with other students
- 1 TB of online storage with OneDrive
- Students keep access to their email account for 2 years after graduation
- Download and install Microsoft 365 on up to **five devices**
- office365.uiowa.edu



Outlook

- Use the Outlook app on laptop and mobile devices
- The Outlook app is supported by the ITS Help Desk
- Log in with HawkID@uiowa.edu
- [How to access University email](#)



Artificial intelligence (AI)

- [Copilot Chat](#): Students get access to Microsoft Copilot chat platform
- Instructors provide permissible AI uses via Syllabus



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 in dorms

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



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](#).
- Engineering: [Engineering Laptop Recommendations](#)
- Business: [Tippie Laptop Recommendations](#)

FAQs 1

Q. Do I need to bring a printer to campus?

A. No, [printing is available](#) around campus in ITCs and dorms. Personal printers don't support wireless printing on the network, so bring a cable to connect your device.

Q. Should I bring a wireless router to campus?

A. No, they are not allowed in campus housing.

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).

FAQs 2

Q. How do I connect to university [wireless networks](#)?

A. Instructions for connecting to Eduroam are [available here](#). Remember "HawkID@uiowa.edu" for the username format.

Q. How do I set up my parent guest account?

A. Guest accounts can be requested via MyUI [following these instructions](#). If the invitee already has a HawkID with the university, make sure to use the UIowa email address associated with that HawkID.

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](#). The MAC address of the device will be required.

Q. Can I still use Google Docs or my Gmail account instead of my university provided account?

A. Although available, [these services](#) aren't recommended. UI emails require your university account, and personal emails may be filtered, missed, or blocked.

Important Links

- [ITS Support website](#)
- [IT Services for Students](#)
- [HawkID Tools](#)
- [Email online](#)
- [Phishing Information](#)
- [Instructional Technology Centers \(ITCs\) and Printing](#)
- [Software Information](#)
- [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
- Microsoft 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>

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

Saturday-Sunday: 1pm – 5pm

Support Website

its.uiowa.edu



IOWA

Information Technology Services (ITS)

IOWA