Information Technology Services
its-helpdesk@uiowa.edu
its.uiowa.edu
its.uiowa.edu/contact

Search for help online on our support website: its.uiowa.edu

2800 UCC
2nd Floor of Old Capitol Mall

Fall Semester Hours
Mon – Thurs 8am – 10pm
Friday 8am – 5pm
Saturday 12pm – 5pm
Sunday 6pm – 10pm
HawkID

Know how to reset your password
  • hawkid.uiowa.edu

Password reset required yearly

Notification emails sent 2 weeks before expiration
• Online access to email, calendar, and documents anywhere, anytime
• Collaborate with other students
• 1 TB of online storage
• Office365.uiowa.edu
Download and install Microsoft Office on up to five devices at office365.uiowa.edu
Two-Step Login and Email Security
Two-Step Login

- Two-Step verification
- Account protection
- Duo Mobile app recommended
- Required for many UI services including MyUI, ICON, and Office365
- Enroll
  - its.uiowa.edu/2step-enroll
Two-Step Login

→ Duo Mobile app – easiest, most secure, and reliable
→ Convenient if traveling internationally
→ Download it today
What is Phishing?

A fraudulent email sent to obtain personal information by asking you to:
• Click on a link to a malicious website
• Provide personal information
• its.uiowa.edu/phishing
How To Fight Phishing

→ Recognize scam messages
→ its.uiowa.edu/phishing-examples

Dear account user,
In an effort to enhance your Microsoft account security starting today, all user accounts both old and new accounts are subject to a verification process. 
Please verify now CLICK HERE
All unverified accounts will be unable to enjoy full access to our services and will be periodically inactive. All inactive accounts will require new registration to regain access to an account.
Microsoft Administrator
Copyright 2019
Keep Email Safe!

→ Enroll in Two-Step Login and use the Outlook app on laptop and mobile devices

→ Outlook is compatible with Two-Step login
Networking
Wireless

→ eduroam
  • Secure, high-speed wireless on campus
  • Drive-up Wi-Fi available in several locations
    its.uiowa.edu/driveup-wifi

→ UI-DeviceNet
  • Designed for gaming consoles and streaming devices

→ UI-Guest
  • Not secure, intended for short-term use for guests
ResNet

› Available in residence halls
› Fast, wired Ethernet
› Bring your own Ethernet cable
› its.uiowa.edu/resnet
Networking Best Practices

→ Wireless
  • Do not bring a wireless router to campus
  • They don’t meet security standards
  • Use eduroam for a secure, reliable connection

→ Personal Printers
  • Most students don’t bring one to campus
  • If you do, they can’t print over university wireless, so bring a cable to connect it to your computer
Instructional Technology Centers
Instructional Technology Centers

- Over 1,000 computers available across campus
- Printers in all ITC locations
- Wide range of hours including several locations open 24 hours a day
- its.uiowa.edu/itc
Printing

→ ITCs
  • Print in any ITC across campus

→ Web Print
  • Print from your laptop to any ITC printer

→ Cost
  • $.03 per black and white page
  • $.15 per color page
  • Printing charged to U-Bill
Available Software
Software Resources

→ ITS Software Site
  • List of all software available for students to download and install
  • its.uiowa.edu/available-software

→ Virtual Desktop
  • Provides remote access to many University-licensed programs from anywhere without having to obtain and install the software on your own computer
  • virtualdesktop.uiowa.edu
LinkedIn Learning

- Free online training library
- Access to over 200,000 video tutorials and more than 10,000 self-guided courses
- Variety of topics ranging from technology and applications, to professional workplace skills
- its.uiowa.edu/linkedin-learning
Need a computer?
Computers

- Mac or Windows – it's your choice!
- Most laptops have built-in Wi-Fi, microphones, and video cameras
- Update your operating system before coming to campus
- Educational discounts through all major vendors
Resources for Remote Learning

- Video conferencing options
  - Zoom
  - Skype for Business
  - Microsoft Teams

- Required hardware
  - Headset with microphone
  - Webcam

- teach.uiowa.edu/keep-learning-iowa
Parent Access
Parent Guest IDs

→ Students send invitation from MyUI to create account
→ Student controls guest access to U-Bill, grades
→ Uses HawkID password tool
→ myui.uiowa.edu
Frequently Asked Questions

Q. What laptop should I buy or are there recommendations based on my major? Are there any new recommendations, given the fact that I will likely have some online courses?
A. A laptop with a built-in webcam and microphone will be important for remote learning. Most students use a headset with a dedicated microphone for an improved audio experience. Students shouldn’t rely on a tablet or a Chromebook as their only device as they may not work with many university services. Our recommendations are here – https://its.uiowa.edu/support/article/100895

Q. How do I install Office on my computer, and can I install it on our computer at home?
A. Visit office365.uiowa.edu to install Office on up to five devices of your choosing – https://its.uiowa.edu/microsoft-office

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 – https://its.uiowa.edu/support/article/433

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 connect to university wireless networks?
A. The eduroam network is what you should be connecting your computer and smart phone to, and is available all across campus. Personal devices such as gaming consoles and smart TVs can be connected to UI-Devicenet – https://its.uiowa.edu/wireless
Frequently Asked Questions

Q. How do I buy electronic textbooks?
A. They can be purchased through ICON Direct – https://its.uiowa.edu/ICON-direct

Q. Where should I store my files?
A. ITS recommends using Microsoft OneDrive as the most secure and accessible way to store important documents – https://its.uiowa.edu/onedrive

Q. How do I add my university email to my phone?
A. Download and install the Outlook application (free on all mobile devices) – https://its.uiowa.edu/support/article/101199

Q. How do I change my HawkID password?
A. You can visit HawkID Tools. You will want to verify that your phone number is up-to-date in MyUI beforehand – https://hawkid.uiowa.edu/

Q. How do I setup Two-Step login using Duo?
A. You can set yourself up to receive push, phone, or text notifications from your Duo Two-Step profile by enrolling on your Duo Two-Step login page. The university recommends using Duo Mobile and push notifications whenever possible as it is the easiest, most secure, and reliable authentication method – https://its.uiowa.edu/duo

Q. How can I setup a parent guest account?
A. Visit and login at 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 enroll 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 – https://myui.uiowa.edu
Frequently Asked Questions

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 – https://its.uiowa.edu/support/article/101292

Q. What IT support will be available to students in the fall?
A. We are operating at full capacity and students will always be able to reach us for their technology support questions via phone, email, and chat. Our walk-in area is currently closed like the rest of campus, and we are currently evaluating the best and safest way to reopen in fall.
Website References

Help Desk Contact Information: its.uiowa.edu/contact
ITS Support website: its.uiowa.edu
Tech Guide online: its.uiowa.edu/tech-guide
Top 5 Tech Tips: its.uiowa.edu/top5
HawkID Tools: hawkid.uiowa.edu
Email online: office365.uiowa.edu
Two step enroll: its.uiowa.edu/2step-enroll
Phishing Information: its.uiowa.edu/phishing
Phishing Examples: its.uiowa.edu/phishing-examples
Drive up Wi-Fi Information: its.uiowa.edu/driveup-wifi
ResNet: its.uiowa.edu/resnet
Website References

Instructional Technology Centers (ITCs): its.uiowa.edu/itc
ITS Printing: its.uiowa.edu/itcprinting
Software Information: its.uiowa.edu/available-software
Virtual Desktop: virtualdesktop.uiowa.edu
LinkedIn-Learning: its.uiowa.edu/linkedin-learning
Remote Learning Resources: teach.uiowa.edu/keep-learning-iowa
Computer Recommendations: its.uiowa.edu/computers-and-devices
Technology at Iowa