Student Tech Guide:

Top 5 things to do *before* classes start

#1 How to change your HawkID password

Your HawkID is your personal identification and is necessary to register for classes and access most online university services like email, ICON, and MyUI.

If you forgot your HawkID or password, or want to change it, visit hawkid.uiowa.edu

#2 Set up Duo on your device

Two-Step Login with Duo Security is our multi-factor authentication service. To access your UI online data (email, grades, or billing info) you must enroll. This additional security step uses something you know (your HawkID and password) with something you have (your smartphone) to prove it's you.

Enroll now at its.uiowa.edu/duo-mobile

#3 Connect to the right campus wireless signal

There are three wireless networks on campus:
1. eduroam: Secure, high-speed wireless on campus, log in with your HawkID
2. UI-Guest: Do not use this network. It isn't secure and many services won't work while connected. It is intended for guests and short-term use
3. UI-DeviceNet: Designed for gaming consoles and streaming devices

Connect to eduroam now: its.uiowa.edu/student-wifi

#4 Download essential software

Microsoft Office 365 is free and provides access to email, calendar, and apps like Word, Excel, PowerPoint, Teams, and OneDrive for Business.

Review the Microsoft apps and download up to 5 copies of Microsoft Office at office365.uiowa.edu

Discover and download additional no-charge software at its.uiowa.edu/student-software

#5 Update your computer or buy a new one

If you already own a computer, make sure it (and all software) is up to date. If you need to buy a new one, take advantage of education discounts and review our recommended specs.

Review computer specs and discounts at its.uiowa.edu/student-computers

IOWA Information Technology Services

→ **its.uiowa.edu/student-tech**

Computer labs and printing on campus:

If you need access to a computer or printer while on campus, we've got you covered:

Computer labs, also known as Instructional Technology Centers or ITCs, are located across campus and in some residence halls. Many software titles are included on some of the computers in these labs, like Adobe Creative Suite, Minitab, Python, etc.

No need to bring a printer. Printing is widely available around campus and in most residence halls.

Learn where to find ITCs, available software titles, printing costs, and instructions on how to print from your own laptop at **its.uiowa.edu/student-printing**

Apps you'll need:

Search and download these important apps in your app store:

Microsoft Outlook: The recommended app for accessing university email and calendar.

Zoom Cloud Meeting: Join online classes, meetings, or webinars. Always choose "Sign in with SSO" and use your HawkID and password.

Duo Mobile: Receive and approve push notifications from this app for fast and easy authentication.

LinkedIn Learning: Free access to thousands of videos courses on productivity, web design, graphic design, photography, and more.

Canvas Student: Access your courses, course content, grades, and more.

Microsoft OneDrive: Access to all of your files from anywhere.

Contact the ITS Help Desk

We can help you and your device with just about any technical issue:

Call: 319-384-HELP (4357)

Website: its.uiowa.edu

Email: its-helpdesk@uiowa.edu

Walk-In Help Desk: 2800 University Capitol Centre (2nd Floor of Old Capitol Mall)

Chat: its.uiowa.edu/connect

Discover more IT services, resources, tools, and how-to instructions:

→ **its.uiowa.edu/student-tech**