

Faculty & Staff Tech Guide:

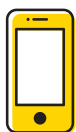
Tech tips for getting started at the university



Connect to the right wireless network

The recommended wireless network is eduroam. It is the most secure, high-speed wireless network on campus. Log in with your HawkID. The alternative wireless network is UI-Guest; do not use this network if you have a HawkID. It isn't as secure and many services won't work while connected. It is intended for guests and short-term use only.

Connect to eduroam now: its.uiowa.edu/staff-wireless



Switch to the Duo app

Two-Step Login with Duo Security is our multi-factor authentication service used to protect the university and your UI online data (email, paycheck, etc.). We recommend the Duo app—it's faster and saves the university money.

Find instructions on how to set up the app: its.uiowa.edu/setup-duo



Access your email account

Three ways to access your email:

1. Web browser: office365.uiowa.edu
2. Desktop app: We recommend using Outlook as your desktop email client on your Windows or Mac machines.
3. Mobile app: Outlook is the preferred app—mail, calendar, and contacts are rolled into one app, and it's compatible with Two-Step Login with Duo.

Instructions for connecting to email: its.uiowa.edu/staff-email



Training options

1. Software training: Individual, departmental, and small group training are now available on a variety of software.

Find course schedules, short how-to-videos, and quick-reference guides at: its.uiowa.edu/tech-training

2. Instructional technology training for instructors for a variety of teaching tools: ICON, Top Hat, UICapture, and more.

Explore the calendar of training opportunities at: teach.its.uiowa.edu/training or schedule a one-on-one consultation with a SITA: tinyurl.com/bookasita

3. LinkedIn Learning: An online training library of courses and tutorials on a variety of topics, available to all UI students, faculty, and staff at no charge.

Visit the course library to learn something new: its.uiowa.edu/linkedin-staff



Working off campus

Technology resources to enable the success of our distributed workforce—no matter where your office may be.

Best practices and instructions: its.uiowa.edu/working-remote



Teaching and technology

The Office of Teaching, Learning, and Technology (OTLT) provides integrated, comprehensive, expert partnership in teaching and learning through faculty development, graduate student development, and organizational development, academic technology and course coordination, learning spaces design and support; and teaching and learning analytics and research.

Learn more on the website: teach.its.uiowa.edu



Get software

One perk of being a University of Iowa faculty or staff member is gaining access to free or discounted software—you can even install Microsoft Office on up to five computers for free!

Available software: its.uiowa.edu/staff-software

Apps you'll need:

Search and download these important apps in your mobile app store.



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



Zoom Cloud Meeting: An internal and external video conference tool for classes, virtual office hours, meetings, and more. Zoom integrates with ICON.



Microsoft Teams: Ideal for teamwork, allowing your team to meet, chat, call, video chat, and collaborate.



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



Microsoft OneDrive: Access all of your files from anywhere.



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

Collaboration Tools

Unsure of when to use what collaboration app? When connecting with others, it's important to use the right tool for the best user experience.

Learn the difference between Skype, Teams, and Zoom: its.uiowa.edu/collab-tools

Contact the ITS Help Desk

We can help you and your university-owned device with just about any technical issue.



Call: 319-384-HELP (4357)



Website: its.uiowa.edu



Email: its-helpdesk@uiowa.edu



Alerts: Go to its.uiowa.edu/alerts if you think a service is down.



Chat: its.uiowa.edu/connect



Self-submit a ticket: services.uiowa.edu

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

[→ its.uiowa.edu/faculty-staff-tech](https://its.uiowa.edu/faculty-staff-tech)