

Get Help

ITS Help Desk

Information Technology Services provides assistance with any and all tech devices. We are a resource for your questions on software, security, accounts, networking, operating systems, and more.

Find us at:

2800 University Capitol Centre (2nd floor of the Old Capitol Mall)

319-384-HELP (4357)

✉ its-helpdesk@uiowa.edu

💬 helpdesk.its.uiowa.edu/connect

HCIS Help Desk

The Health Care Information Services Help Desk provides computer-related support to faculty, staff, and students at the UI Hospitals and Clinics, UI Carver College of Medicine, and Health Care communities.

Find us at:

319-356-0001

✉ helpdesk-hcis@uiowa.edu

💬 hcis.healthcare.uiowa.edu

Follow Us

Follow us on social media to get updates about tech services, training opportunities and resources, and IT security reminders.

📘 Facebook: [/itsuiowa](https://www.facebook.com/itsuiowa)

🐦 Twitter: [@itsuiowa](https://twitter.com/itsuiowa)



THE UNIVERSITY OF IOWA
INFORMATION TECHNOLOGY SERVICES
CONNECTING CAMPUS



THE UNIVERSITY OF IOWA
INFORMATION TECHNOLOGY SERVICES

Get Started with Campus Technology:

Faculty & Staff Tech Guide



its.uiowa.edu



Information Technology Services (ITS) caters to the diverse technology needs of University of Iowa students, faculty, staff, and visitors. ITS provides technical support, resources, and services to help everyone at the UI work smarter, faster, and safer.

Accounts & Passwords

HawkID

A HawkID is your personal identification and is necessary to access most online UI services. If you forget your HawkID or password or want to change it, visit:

hawkid.uiowa.edu

HealthCareID

Health care users may have a HealthCareID to access applications such as Epic or email.

healthcareid.uiowa.edu

Get Connected

Wireless

Eduroam is a secure wireless network that can be used on the UI campus, as well as other participating universities worldwide.

its.uiowa.edu/wifi

UI Anywhere

UI Anywhere is a Virtual Private Network (VPN) that provides secure off-campus access to resources located on campus.

its.uiowa.edu/UIAnywhere

Software

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!

its.uiowa.edu/software-info

Virtual Desktop

Virtual Desktop is a web-based system that allows access to many unique software applications.

virtualdesktop.uiowa.edu

Online Resources

Microsoft Office 365

Office 365 is the UI's email system (100GB storage), providing access to file storage (OneDrive), Office Online, and much more.

office365.uiowa.edu

Health Care Email

UIHC or College of Medicine faculty and staff can access Health Care email at:

mail.healthcare.uiowa.edu

Skype for Business

Communicate with students and colleagues with instant messaging, voice or video calls, online meetings, and more. A multi-year project is underway to enable Skype for Business as the campus telephone replacement.

its.uiowa.edu/skype-info

Zoom

A web conferencing tool that allows you to host and attend meetings and webinars, and chat using instant messaging. Zoom is available for use within ICON, or at uiowa.zoom.us.

its.uiowa.edu/web-conferencing

OneDrive for Business

OneDrive is a cloud-based storage option (ITB) that backs up your files and gives you the ability to access, share, and collaborate on documents with others anytime or anywhere, from any device.

its.uiowa.edu/onedrive-info

Home Drive (Files@Iowa)

A Home Drive (H:drive) is a private space that allows you to save files to a secure, backed-up location. It's also accessible from home when connected through VPN.

its.uiowa.edu/homedrive

Research Data Storage Service (RDSS)

ITS offers 5TB network file storage to university faculty researchers at no charge. Additional large-scale backup and computational data storage solutions are available for a fee.

its.uiowa.edu/rdss-support

Stay Safe

Two-Step Login with Duo

The UI has implemented two-step identity verification to ensure access to critical applications and sensitive data are protected. Visit the support center for information and instructions to get enrolled.

its.uiowa.edu/2step-login

Teaching with Technology

Office of Teaching, Learning & Technology (OTLT)

OTLT encourages teaching and learning excellence by supporting faculty, staff, and TAs with campus instructional tools, learning spaces, teaching innovations, and Center for Teaching resources. OTLT offers one-on-one consultation, Student Instructional Technology Assistant (SITA) support, classroom tech support (including TILE), departmental trainings, and more.

teach.its.uiowa.edu

its.uiowa.edu/classroom-support

ICON Direct

ICON Direct provides easy, online access to many textbooks at a significantly lower cost through a new storefront in ICON. Learn more about ICON Direct:

its.uiowa.edu/direct

ICON

ICON is the UI's learning management system. It allows content sharing and includes discussion tools that are useful for courses, organizations, and academic units engaged in teaching, learning, and collaborative work.

its.uiowa.edu/icon-guide

Technology for Researchers

Research Services

Research Services assists and collaborates with UI researchers to meet their technology needs. Research services include:

- High-performance computing
- Data center space
- Data storage
- Research consulting

its.uiowa.edu/researcher-services

More Technology Services

ITS Service Catalog

For a complete listing of technology resources, please visit:

its.uiowa.edu/tech-resources

Lynda.com

All University of Iowa faculty, staff, and students get access to Lynda.com, an online training library that provides access to thousands of video tutorials on a variety of tech and business topics.

lynda.uiowa.edu

Web and IT Accessibility

The Web and IT Accessibility group provides training, assessment, consultation, and advocacy with accessible technology.

itaccessibility.uiowa.edu