

## Get Help

ITS 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](mailto:its-helpdesk@uiowa.edu)

🗨 [helpdesk.its.uiowa.edu/connect](https://helpdesk.its.uiowa.edu/connect)



THE UNIVERSITY OF IOWA  
**INFORMATION TECHNOLOGY SERVICES**  
CONNECTING CAMPUS



THE UNIVERSITY OF IOWA  
**INFORMATION TECHNOLOGY SERVICES**

# Get Started with Campus Technology:

## Student Tech Guide



[its.uiowa.edu](https://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 & Password

A HawkID is your personal identification and is necessary to register for classes and access most online UI services (e.g., MyUI, ICON, Office 365). If you forget your HawkID or password or want to change it, visit the HawkID tools page at:

[hawkid.uiowa.edu](http://hawkid.uiowa.edu)

## Get Connected

### Wireless Connections

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

[its.uiowa.edu/wi-fi](http://its.uiowa.edu/wi-fi)

UI-DeviceNet is the wireless network used to connect gaming, entertainment, and other approved devices.

[its.uiowa.edu/device-net](http://its.uiowa.edu/device-net)

### Wired Connection

ResNet is the high-speed wired network used in UI residence halls. Wireless routers are not permitted.

[its.uiowa.edu/internet-residence-halls](http://its.uiowa.edu/internet-residence-halls)

## Get Around Campus

### Bongo

Get real-time updates for bus arrivals through “Bus on the Go” (Bongo)—a GPS-based information system. It covers the UI campus (CMBUS), Iowa City, and Coralville bus lines.

[ebongo.org](http://ebongo.org)

## Online Academic Resources

### Microsoft Office 365

Office 365 is the UI’s email system (100GB storage). It also gives you access to file storage (OneDrive), Office Online, and more. Access your account:

[office365.uiowa.edu](http://office365.uiowa.edu)

Connect your email to your mobile devices:

[its.uiowa.edu/mobile-email](http://its.uiowa.edu/mobile-email)

### OneDrive for Business

OneDrive (1TB storage) is a cloud-based storage option that backs up your files and gives you the ability to share and collaborate on documents with anyone.

[its.uiowa.edu/onedrive-support](http://its.uiowa.edu/onedrive-support)

### Skype for Business

Skype for Business allows you to communicate with classmates and colleagues through instant messaging, voice or video calls, online meetings, and more.

[its.uiowa.edu/skype-info](http://its.uiowa.edu/skype-info)

### MyUI

You will use MyUI from admission to graduation and beyond to register for classes, monitor academic progress, and manage your UI records.

[myui.uiowa.edu](http://myui.uiowa.edu)

### ICON

ICON (Iowa Courses Online) is the learning management system you’ll use to access class content, submit assignments, take quizzes, and monitor grades for the majority of your classes.

[icon.uiowa.edu](http://icon.uiowa.edu)

## Software & Computer Discounts

### Get Software

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

[its.uiowa.edu/software-titles](http://its.uiowa.edu/software-titles)

Find instructions on how to download Microsoft Office:

[its.uiowa.edu/office-install](http://its.uiowa.edu/office-install)

### Get Computer Discounts

If you need a new computer, take advantage of Apple and Dell student discounts.

[its.uiowa.edu/computer-discounts](http://its.uiowa.edu/computer-discounts)

### Virtual Desktop

Virtual Desktop is a web-based system that allows access to many unique software applications from almost any computer with an internet connection.

[virtualdesktop.uiowa.edu](http://virtualdesktop.uiowa.edu)

## Security

### Two-Step Login with Duo

Keep your personal and academic info safe by using your phone to verify your identity after entering your HawkID and password. Learn how to secure your data:

[its.uiowa.edu/2step](http://its.uiowa.edu/2step)

### Phishing: Stay safe!

Phishing is a scam using emails or websites to trick people into giving out personal information like credit card numbers or usernames and passwords. Learn how to recognize these scams:

[its.uiowa.edu/scam](http://its.uiowa.edu/scam)

## Technology Resources

### Technology Training

Lynda.com is a free online training library that provides access to thousands of video courses and tutorials on a variety of technology and business topics.

[lynda.uiowa.edu](http://lynda.uiowa.edu)

### Printing

Students can print at all Instructional Technology Centers (computer labs), the Learning Commons, and library facilities. Find information on pricing, print locations, and how to print:

[its.uiowa.edu/printing-info](http://its.uiowa.edu/printing-info)

### Assistive Technology

ITS offers assistive technology support in several ITC computer labs and other places on campus.

[its.uiowa.edu/assistive-tech](http://its.uiowa.edu/assistive-tech)

### ITS Service Catalog

For a complete listing of all the software and technology resources available to you, please visit:

[its.uiowa.edu/tech-services](http://its.uiowa.edu/tech-services)

## Follow Us

Follow us on social media to get updates about tech services, training opportunities and resources, IT security reminders, and IT tips for success during your college career!

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

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