

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

🗨 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



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

Security

Two-Step Login with Duo Security

Two-Step Login protects you and your data by requiring you to finish logging onto online services through an app on your phone. Enrolling in Two-Step Login will soon be required. Keep your information safe by downloading the Duo Mobile app and enrolling your device now:

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

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 (CAMBUS), Iowa City, and Coralville bus lines.

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 applications, and more. Access your account:

office365.uiowa.edu

Connect your email to your mobile devices:

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

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

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

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

Get Connected

Wireless Connections

Eduroam is a secure wireless network that can be used all over campus.

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

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

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

Find instructions on how to download Microsoft Office:

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

Virtual Desktop

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

virtualdesktop.uiowa.edu

Technology Resources

LinkedIn Learning

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

its.uiowa.edu/linkedin-videos

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

Assistive Technology

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

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

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