

Student Resources for Working Off Campus

Keep Learning at Iowa: <https://teach.uiowa.edu/keep-learning-iowa>

- Be ready to keep learning during sudden or prolonged campus disruptions or building closures
- “Request Help” button to easily request support via email

Working Remotely: <https://its.uiowa.edu/support/article/118001>

- General list of items to check prior to leaving campus, as well as links to support articles offering details on multiple services

Duo (Two-Step Login): <https://its.uiowa.edu/duo>

- Multiple UI services require two-step authentication (VPN, ICON, Office 365, etc.)
- Make sure you are prepared to use Duo with one of the three accepted methods (SMS codes, phone call, or Duo Push)

Cisco VPN Client: <https://its.uiowa.edu/vpn>

- A VPN connection is required to access network drives, library resources, etc.
- Make sure you have this installed on whichever device you plan to use off campus
- Instructions for downloading, installing, and configuring the VPN client can be found here: <https://its.uiowa.edu/support/article/1876>

Connecting to Shared Network Drives from Off Campus: <https://its.uiowa.edu/support/article/104043>

- A VPN connection is required to connect to shared network drives
- Relevant Network Drive Paths:

	Windows	Mac
Home (H:)	\\home.iowa.uiowa.ed\HawkID	smb://home.iowa.uiowa.ed/HawkID
GISIL (S:)	\\iowa.uiowa.edu\shared\CLAS\GISIL	smb://iowa.uiowa.edu/shared/CLAS/GISIL

Zoom: <https://teach.uiowa.edu/web-conferencingzoom>

- Can be used for 1:1/group meetings or classes

Virtual Desktop: <https://its.uiowa.edu/virtualdesktop>

- Provides remote access to many University-licensed Windows applications from anywhere without having to obtain and install the software on your own computer
- List of applications available (includes ArcGIS): <https://its.uiowa.edu/support/article/100509>

ArcGIS Student Licenses:

- ArcGIS can be installed on students’ personal Windows computers with a valid activation code (contact course instructor for a code)
- To download and install the software:
 - o Navigate to <http://esri.com/studentedition> and create a free Esri account
 - o After signing in, they will enter the authorization number to activate the code
 - o Select the necessary version (latest is 10.7.1) and follow the on-screen instructions to install and license the software

Support Contact Info:

ITS Help Desk

Phone: 319-384-HELP (4357)

Email: its-helpdesk@uiowa.edu

Online Chat: [Help Desk Online Chat](#)

Walk-In: to our second floor location in Old Capitol Mall

Address: 2800 University Capitol Centre