



HelpDesk@SEC
Information Technology

24x7 Help desk

- Location – Lower level of the student engagement center
- 24x7 phone/email support help desk
- Helpdesk@SEC walk in hours
 - By Appointment only at this time



Important Info For Students

****** Follow @UIWTECHCHECK on twitter for breaking updates on Network Outages, Important IT news, and more!**

- Vlab@everywhere
 - Vlab.uiwtx.edu or from Cardinal Apps
 - Access to software from your computer without having to download it to your PC
- Help Desk Website for information on Outages, Updates, Frequently Asked Questions, etc.
 - <https://my.uiw.edu/ird/helpdesk/index.html>

Cardinal Apps

- For Quick Access to all UIW Apps
 - Navigate to the Cardinal Apps Portal Page via the UIW Main page or via the link apps.uiw.edu

Cardinal Apps

myWord

Directory ▶

Calendars ▶

News/Announcements

Email

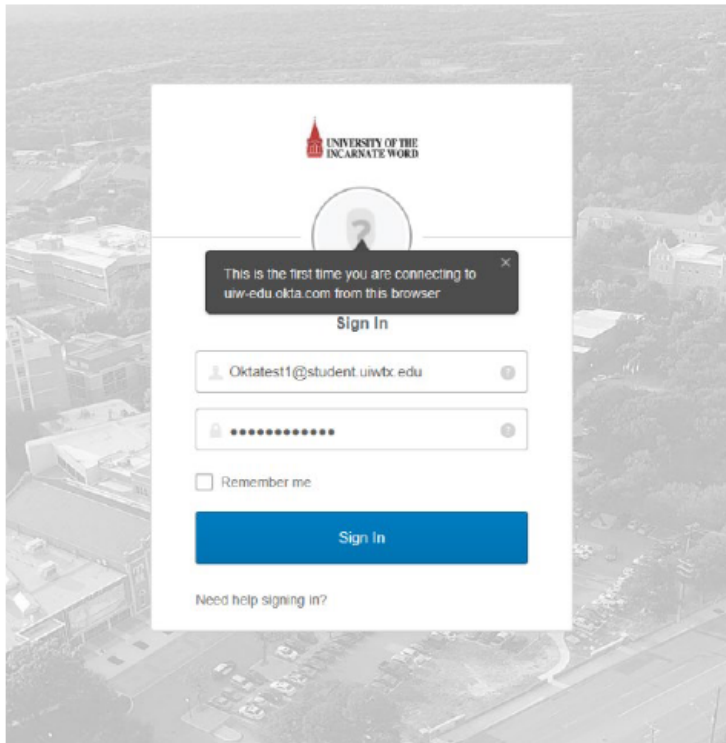
IT/Helpdesk

Cardinal Apps

Enrolling in Cardinal Apps

The first time you use Cardinal Apps or visit <https://apps.uiw.edu>, you will be prompted to answer a few questions to fully enable your Cardinal Apps account.

To activate your Cardinal Apps account:



Login to Cardinal Apps using your UIW email address and current UIW password:

Cardinal Apps cont.

Welcome to UIW, Oktatest2!
Create your UIW account

☒ Secondary email

☐ I don't have a secondary email

☒ Choose a forgot password question
What is the food you least liked as a child?
Answer

☒ Add a phone number for resetting your password or unlocking your account using SMS (optional)
Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.
 Add Phone Number

Create My Account

Enter a secondary (non-UIW) email address to aid with future password recovery

Choose a 'forgot password' question

Add a mobile phone number if you would like to use SMS for password recovery

Click 'Create MyAccount'

Multifactor Authentication

Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account



Okta Verify

Use a push notification sent to the mobile app.

Setup



SMS Authentication

Enter a single-use code sent to your mobile phone.

Setup



Voice Call Authentication

Use a phone to authenticate by following voice instructions.

Setup

First Method: The Okta Verify Application
For iOS, Android, and Windows phones.
Uses an app called “OKTA MOBILE”

Second Method: SMS Authentication
SMS Authentication sends a one-time code via text message.

3rd Method: Voice Call Authentication
The user will receive a voice call that recites a verification code.























Cardinal Apps cont.

Cardinal Apps - Main

Cardinal Apps - Banner

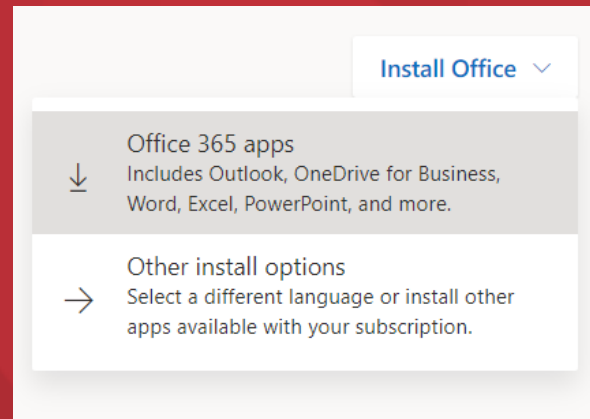
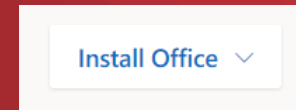
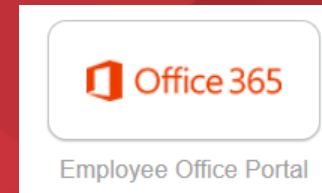
Cardinal Apps - Admin

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 Employee Mail	 Employee Office Portal	 View Quarantined Emails	 Learning Management System	 Manage Your Phone	 UIW Print Anywhere
 Web Conferencing	 Campus Organizations and Events	 UIW Emergency Alerts	 ePayment Center	 Vehicle Registration	 Student Housing Portal
 Security Awareness Training	 Electronic Forms and Signatures	 Student Success Early Alerts	 Career Services	 Interactive Classroom Polling	 Download Adobe Software
 DASH - Institutional Research Data	 Student Housing Administration	 Health Science Education Platform	 Campus Maps		

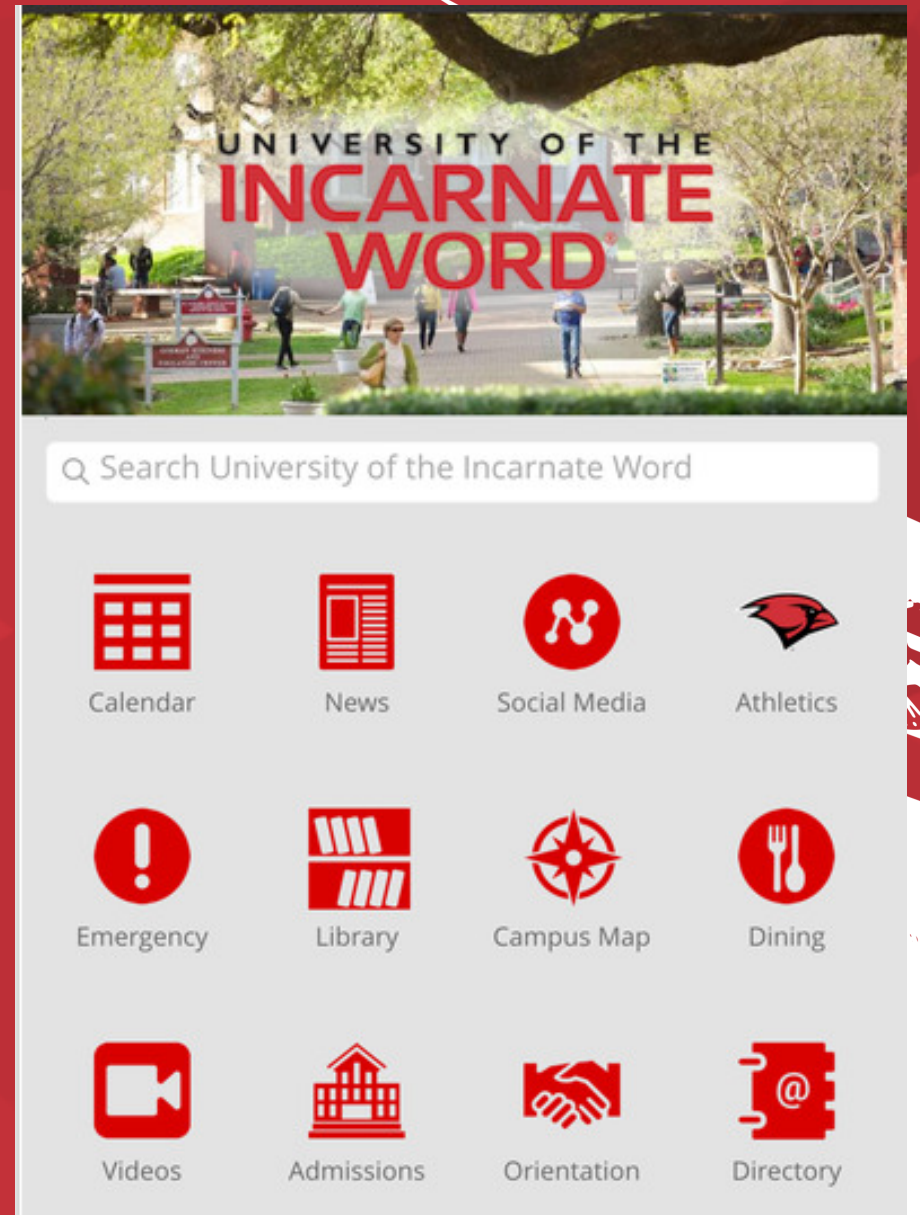
Email & Office 365

- Free office 365 online account and Microsoft software download while you are a student
- Click Office 365 link from within Cardinal Apps
- Click Office 365 button in the upper left-hand corner
-
- Click Install Office 2016



UIW Mobile App

- Mobile app available for iPhone, Android & Windows phone
- Directory
- Athletics
- Emergency
- Courses
- Maps
- News



OKTA App for Cardinal Apps

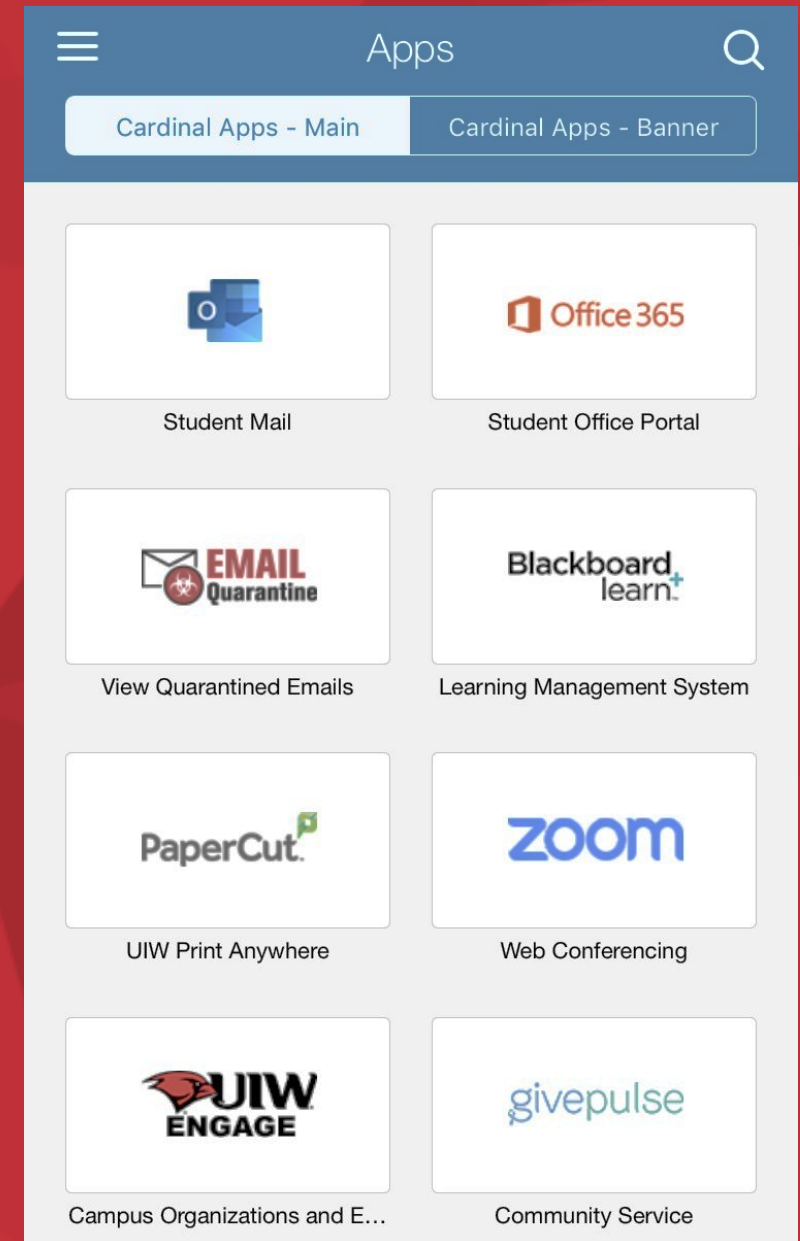
- From your App Store Search and Download the OKTA App.

Site Name: apps.uiw.edu

Or uiw-edu.okta.com

Username: Same as Cardinal Apps

Password: Same as Cardinal Apps



Stay Connected!

Office Hours

7am – 5pm, Monday – Friday

Contact Us

Email: helpdesk@uiwtx.edu

Telephone: (210) 829-2721

Help Desk Website: <https://my.uiw.edu/ird/helpdesk/index.html>



@uiwtechcheck



[Cardinal Apps Naviga](#)



**GO
CARDS!**