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

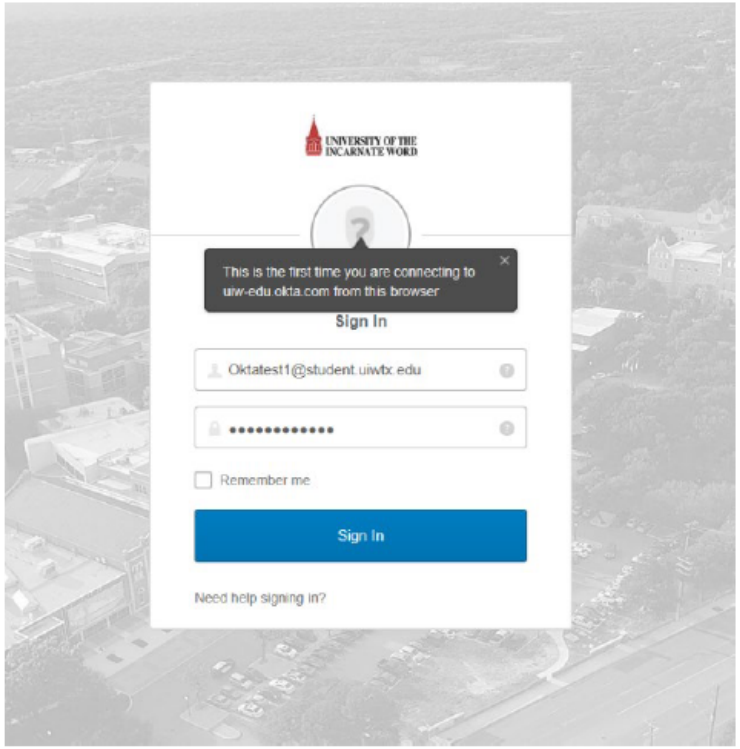
- For Quick Access to all UIW Apps
  - Navigate to the Cardinal Apps Portal Page via the UIW Main page or via the link apps.uiw.edu

Cardinal Apps

Enrolling in Cardinal Apps

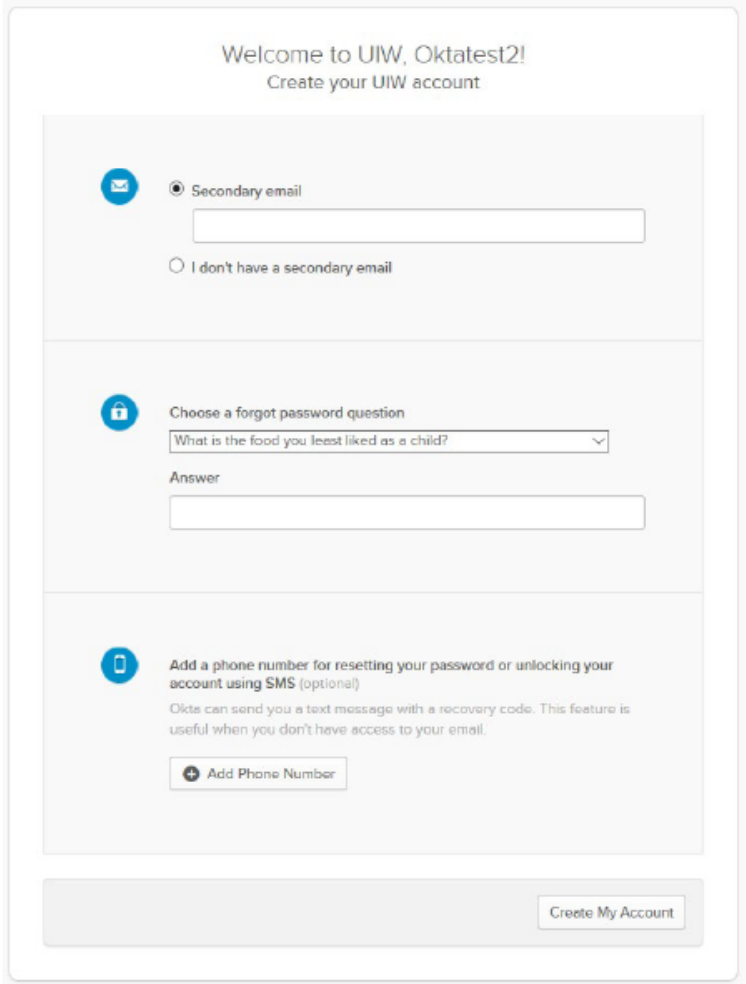
The first time you use Cardinal Apps or visit https://apps.uiw.edu, you will be prompted to answer a few questions to fully enable your Cardinal Apps account.

To activate your Cardinal Apps account:



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

Cardinal Apps cont.



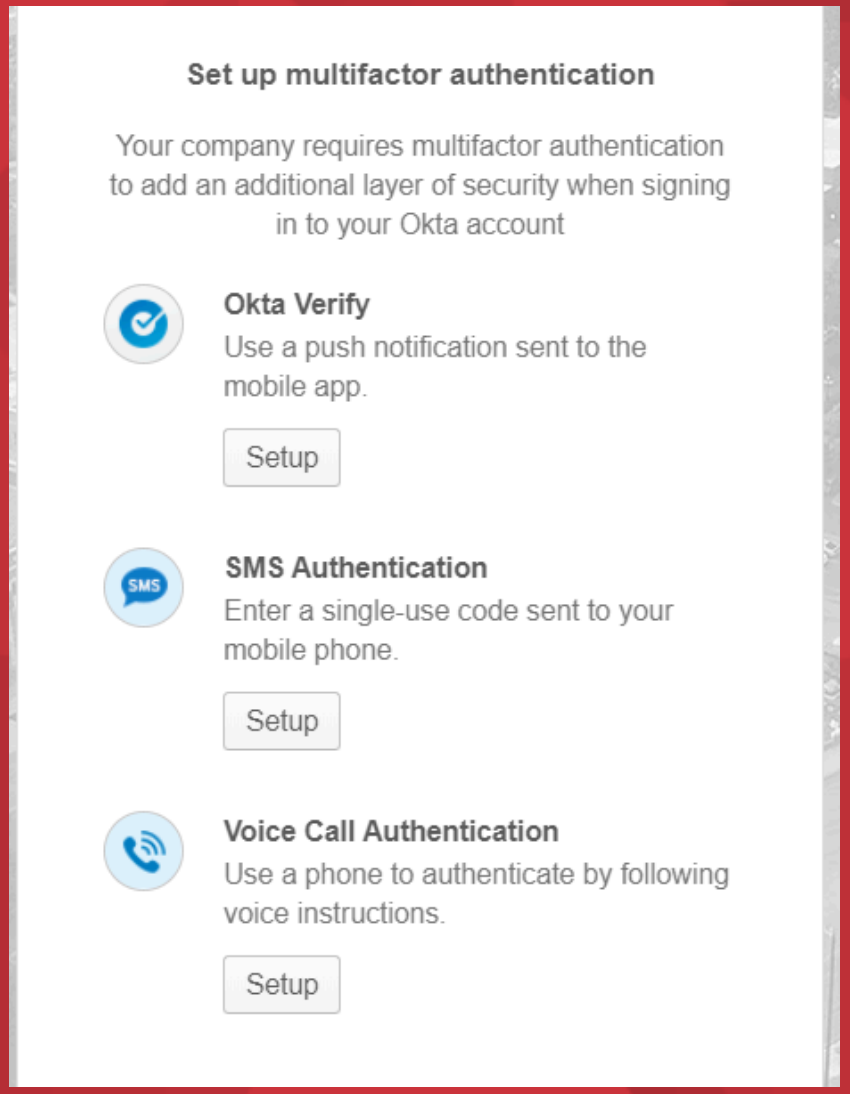
Enter a secondary (non-UIW) email address to aid with future password recovery

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

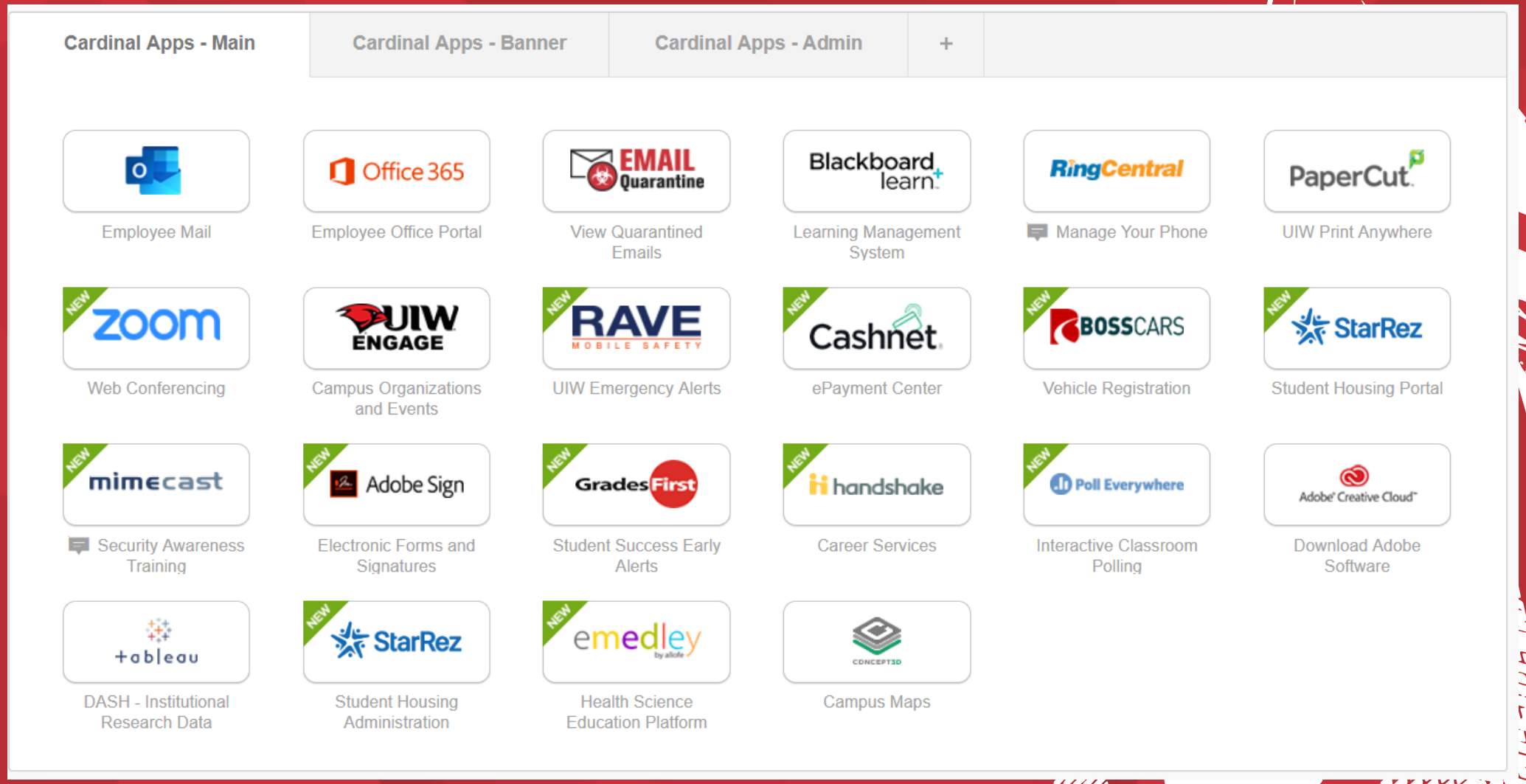


First Method: The Okta Verify Application
For iOS, Android, and Windows phones.
Uses an app called “OKTA MOBILE”

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

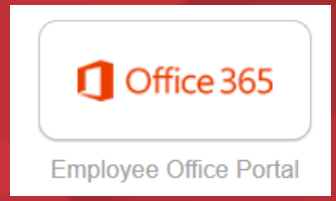
3rd Method: Voice Call Authentication
The user will receive a voice call that recites a verification code.

Cardinal Apps cont.

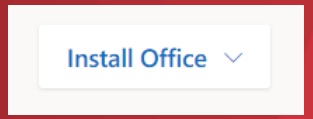


Email & Office 365

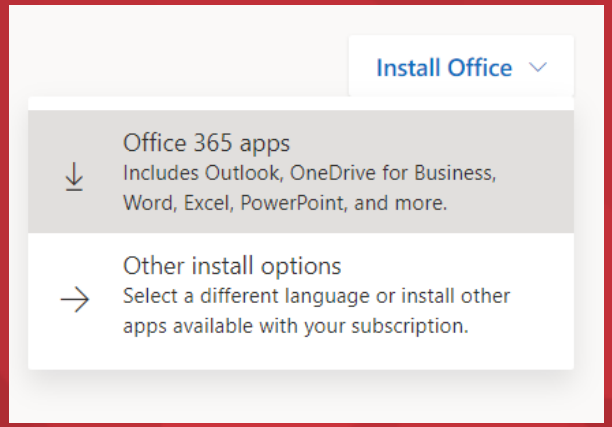
- Free office 365 online account and Microsoft software download while you are a student
- Click Office 365 link from within Cardinal Apps



- Click Office 365 button in the upper left-hand corner

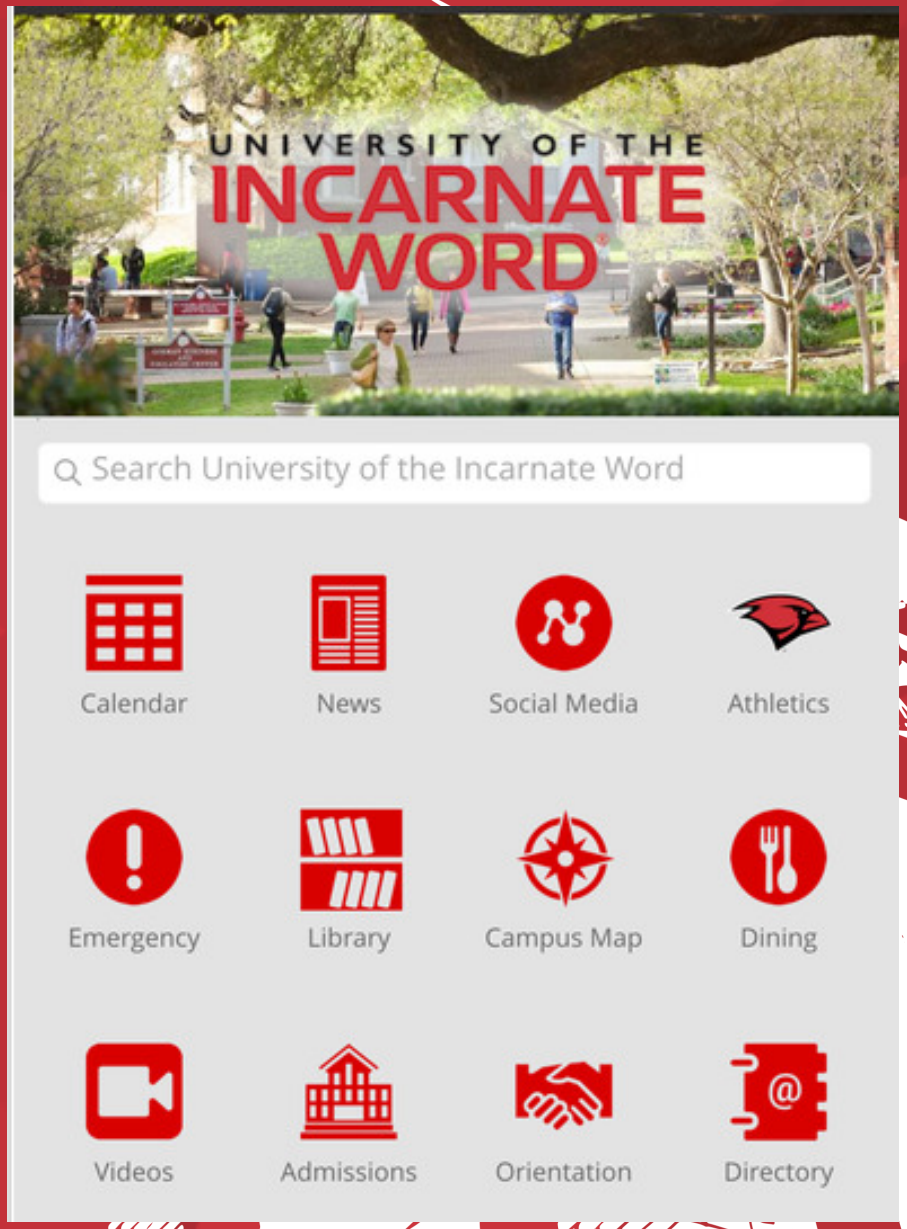


-
- Click Install Office 2016



UIW Mobile App

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



OKTA App for Cardinal Apps

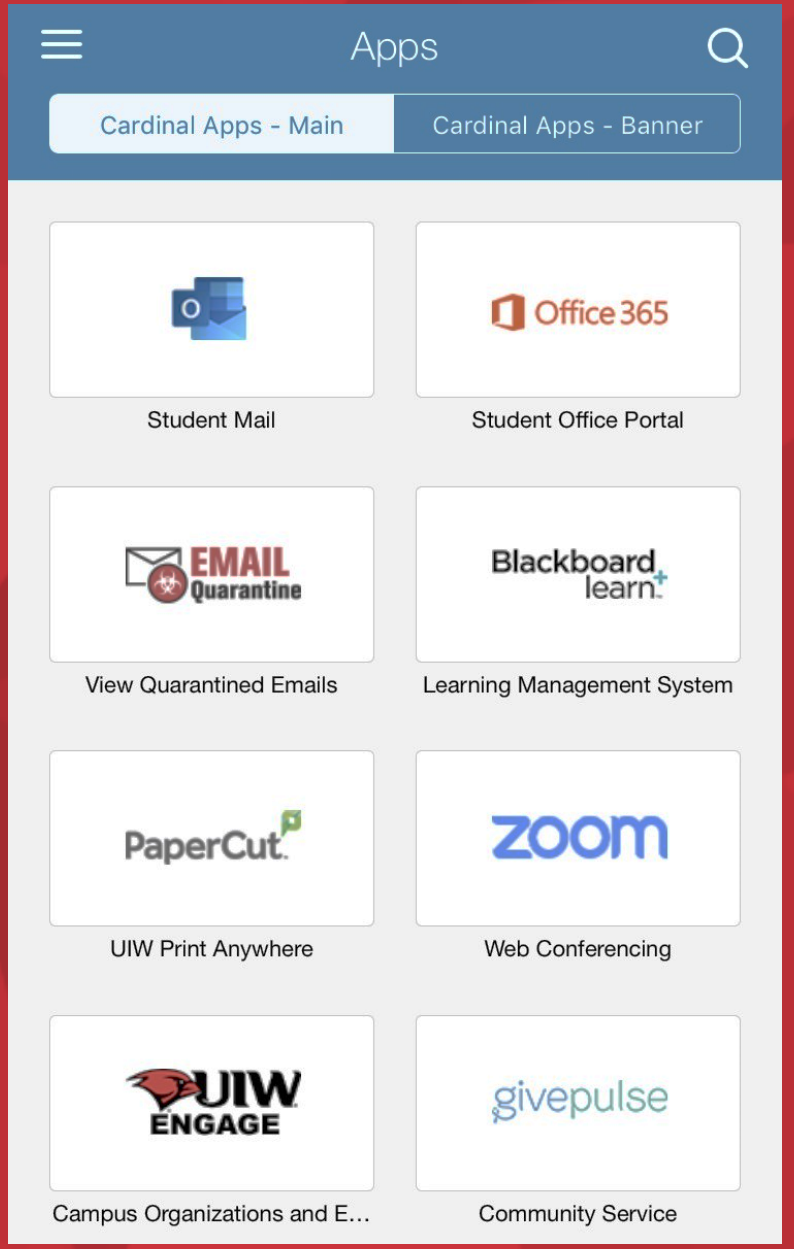
- From your App Store Search and Download the OKTA App.

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!

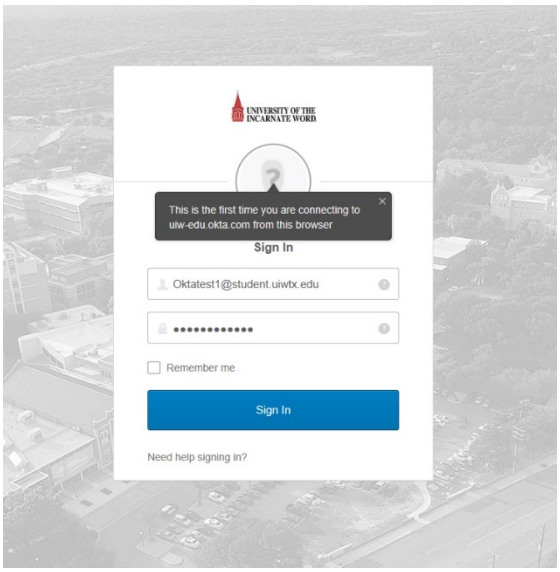
University of the Incarnate Word

Information Resources Division
How-To Document

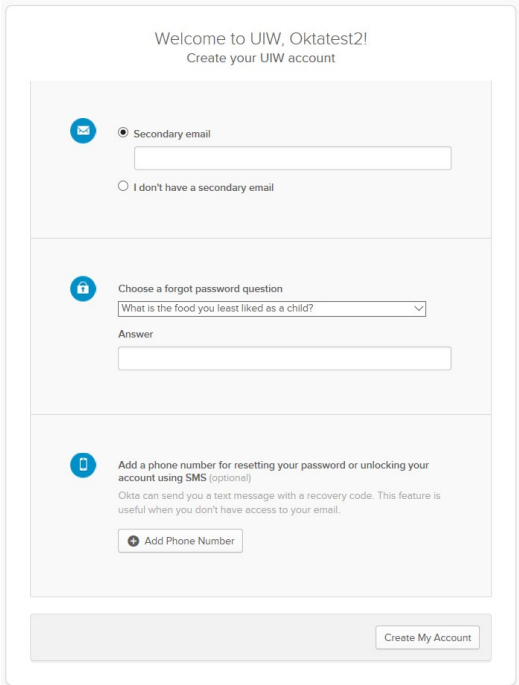
Enrolling in Cardinal Apps

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:



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

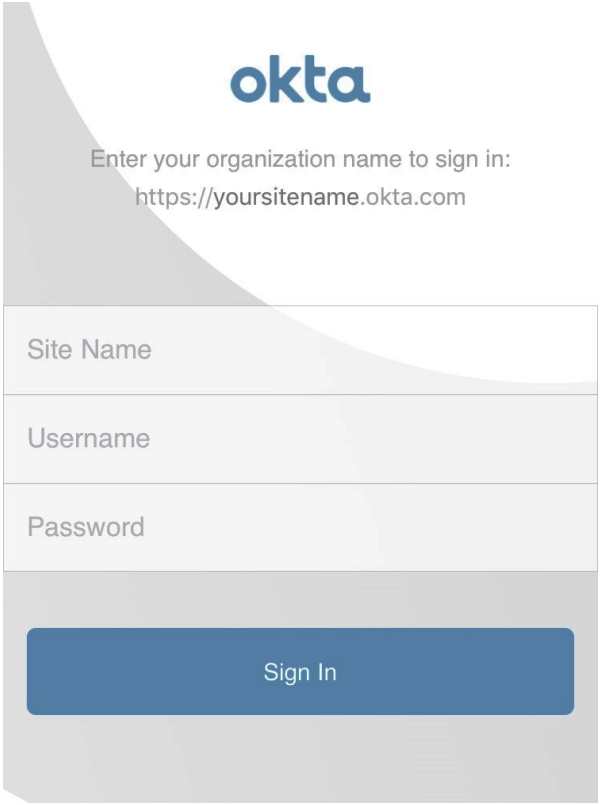
Click ‘Create MyAccount’

University of the Incarnate Word

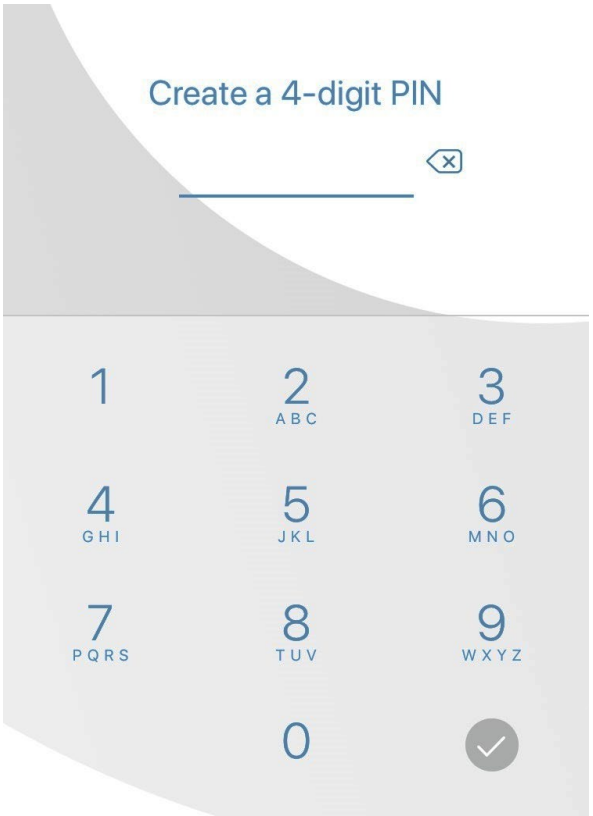
Information Resources Division
How-To Document

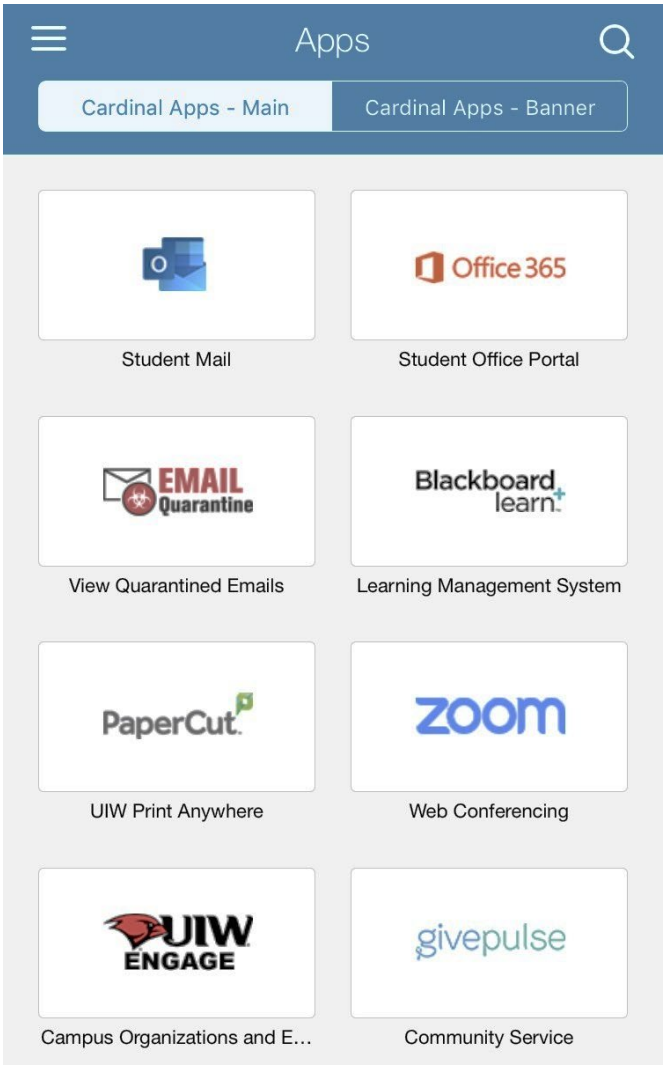
Setting Up Cardinal Apps
Phone Application

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



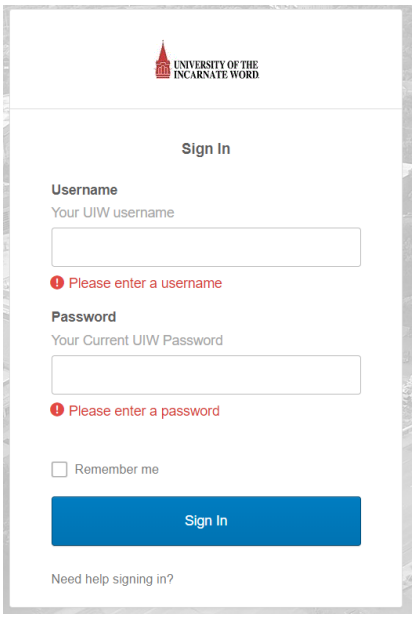


OKTA Cardinal Apps

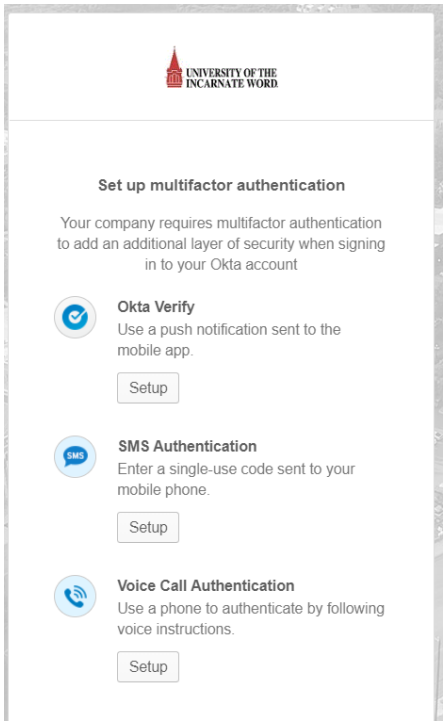
Multifactor Authentication

Enrolling in Multifactor Authentication

Log in to Cardinal Apps.



Upon logging into Cardinal Apps, you will be prompted to choose your preferred method of authentication.

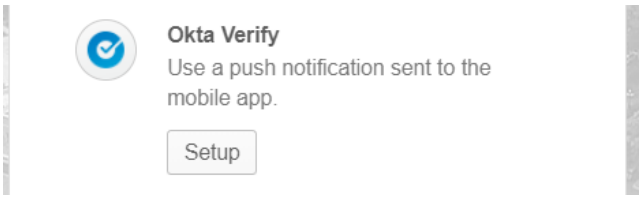


First Method: The Okta Verify Application

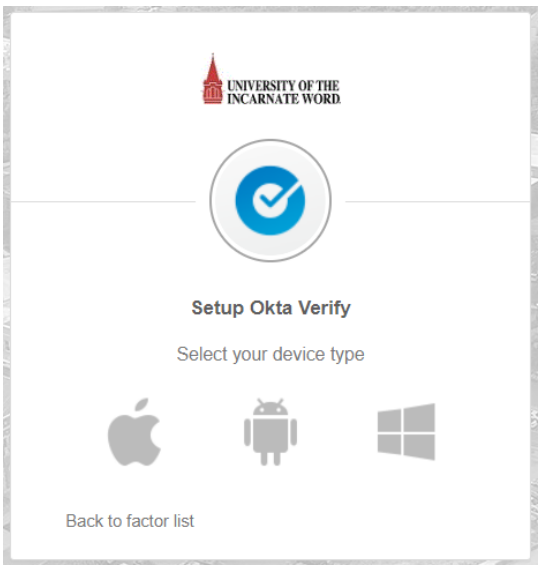
Okta Verify is a mobile application for iOS, Android, and Windows phones. This app offers two ways for a user to authenticate with Okta.

Enrollment Process – The user downloads the application from the app store for their device. The enrollment process will display a QR code that the user will scan with the Okta Verify application. The device will then be enrolled.

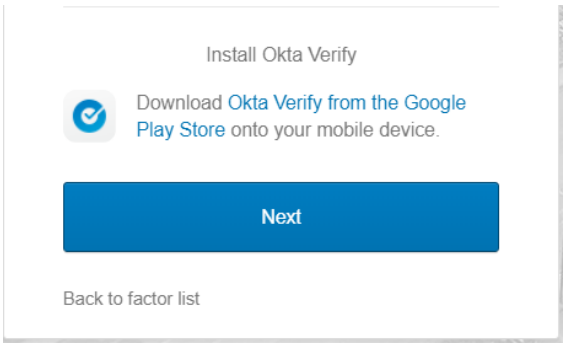
Click Setup for Okta Verify



Select Your Type of Device.

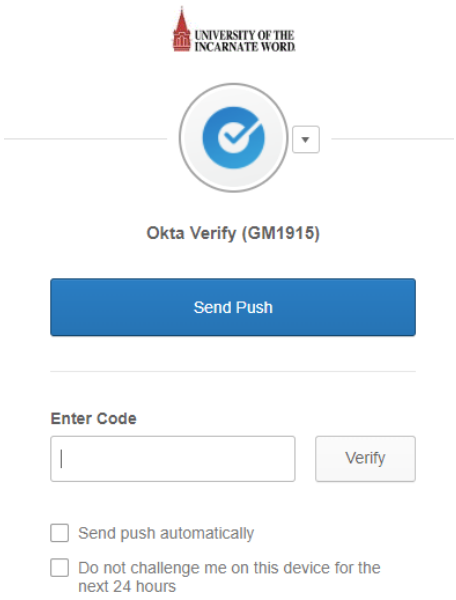


Download the Okta Verify App

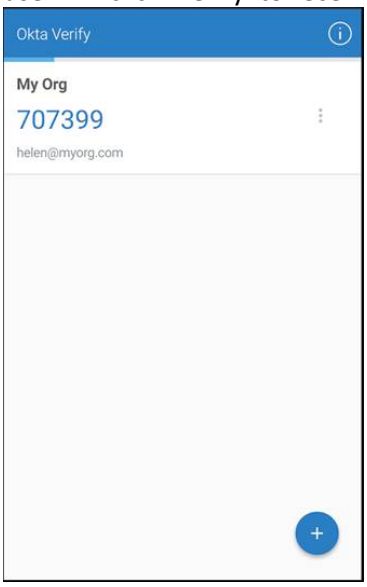


Authentication Process:

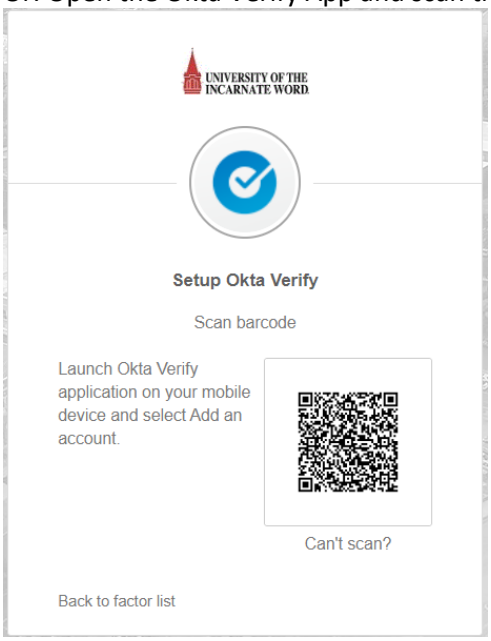
1. Push – The user will click 'Send Push' on the authentication screen. The user simply needs to tap 'Approve' on the notification that pops up on their device. The user will receive access to the application.



2. One-Time Code – The user can open the Okta Verify application on their phone to see a one-time code that can be entered in the multifactor authentication window. Once entered, the user will click 'Verify' to receive access to the application.

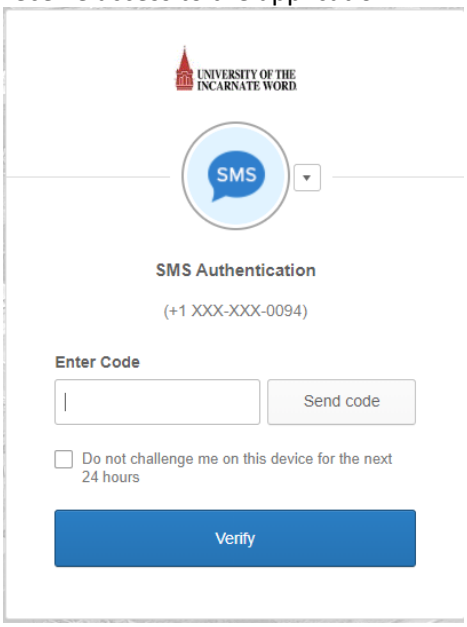


Or: Open the Okta Verify App and scan the Barcode on the Screen.



Second Method: SMS Authentication
SMS Authentication sends a one-time code via text message to a user's cell phone.
Enrollment Process – The user enters their SMS-capable phone number (Cell phone number) at the enrollment prompt. The user is then sent a text with a verification code. The user enters the code from the text at the prompt and the device is enrolled.

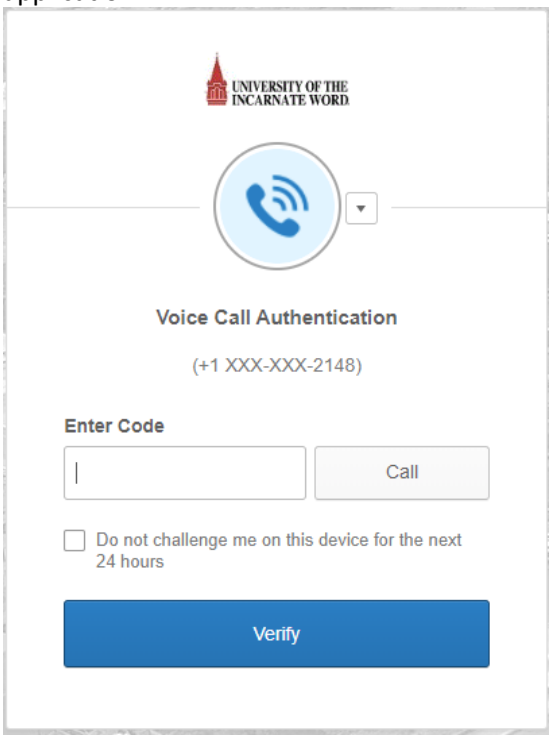
Authentication Process –The user will click the 'Send Code' button. A one-time code will be sent via SMS to the registered number. The user will enter the received code at the prompt and click 'Verify' to receive access to the application.



3rd Method: Voice Call Authentication

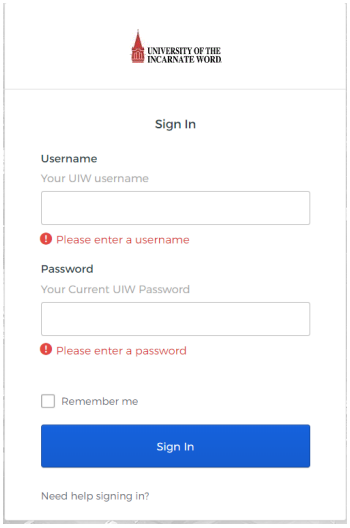
Enrollment Process – The user enters their office phone number at the enrollment prompt. The user will receive a voice call that recites a verification code. The user will enter the verification code at the prompt. The phone number will then be enrolled.

Authentication Process – The user will click the 'Call' button. They will receive a voice call that recites a one-time code. The user will enter the code at the prompt and click 'Verify' to receive access to the application.

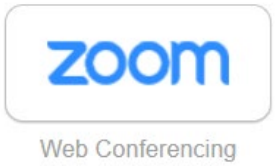


Using Zoom Via Cardinal Apps

1. Sign into Cardinal Apps

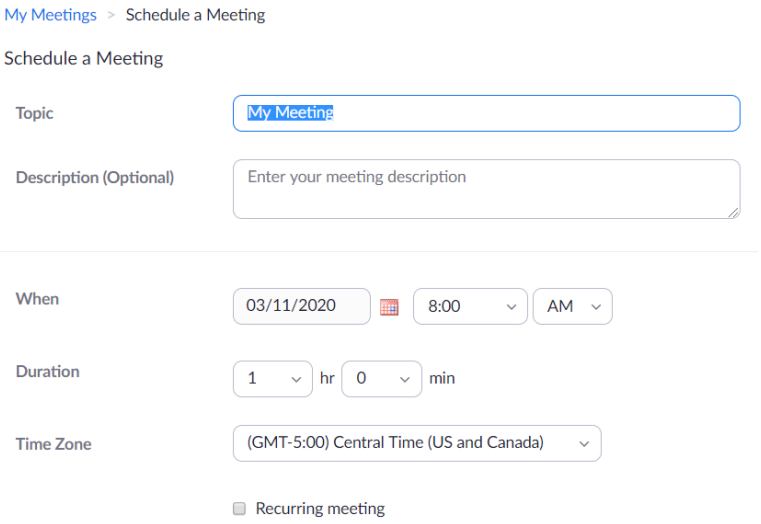


2. Click on the Zoom App

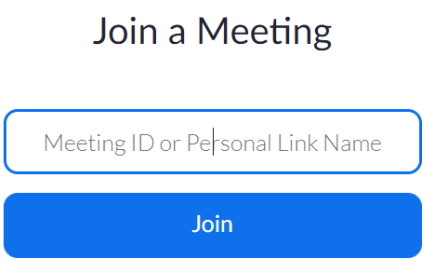


3. On the right side of the page you can choose the option that best fits your need

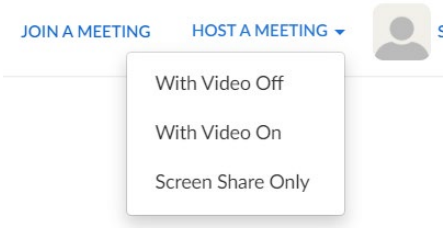
4. Schedule a Meeting – Feel out the necessary information > Click Save



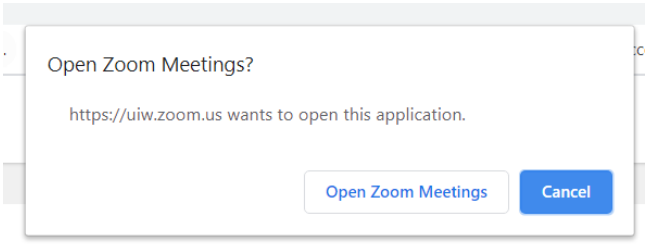
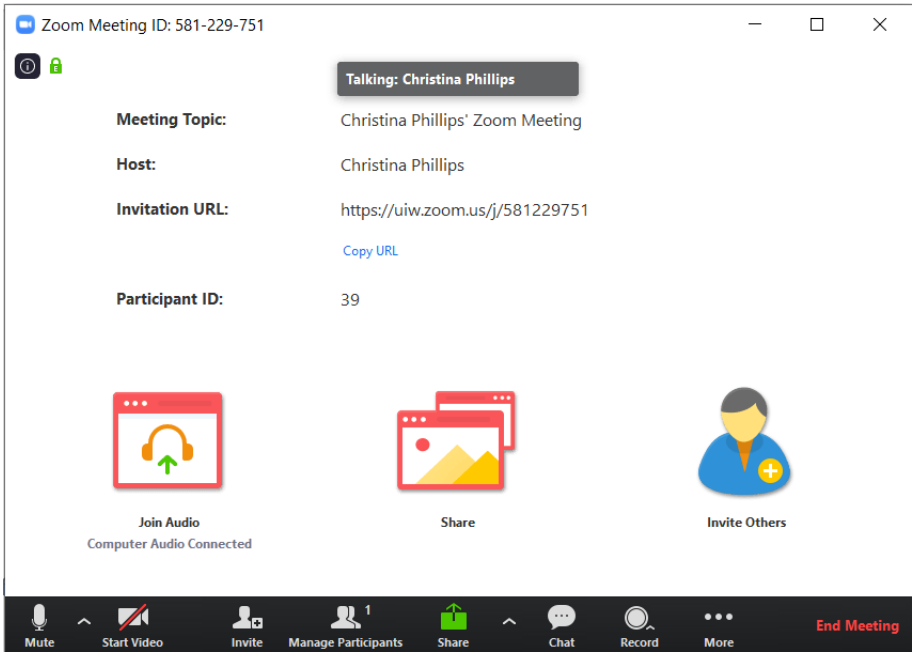
5. Join a Meeting – Enter the Meeting ID emailed to you



6. Host a Meeting – Choose the option you would like



7. When an option is selected – Click open Zoom Meetings



8. Zoom meeting will begin