



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](https://apps.uiw.edu)

Cardinal Apps

myWord

Directory ▶

Calendars ▶

News/Announcements

Email

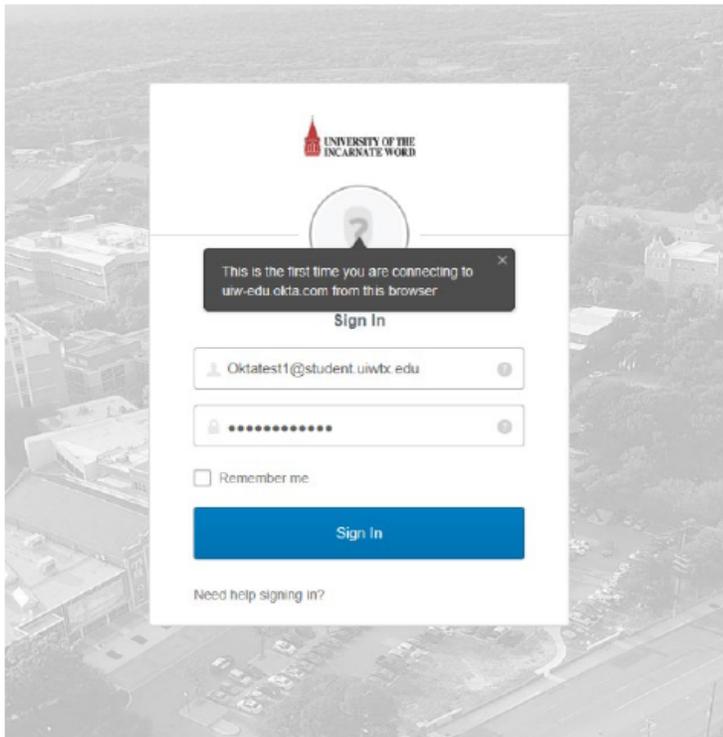
IT/Helpdesk

# Cardinal Apps

## Enrolling in Cardinal Apps

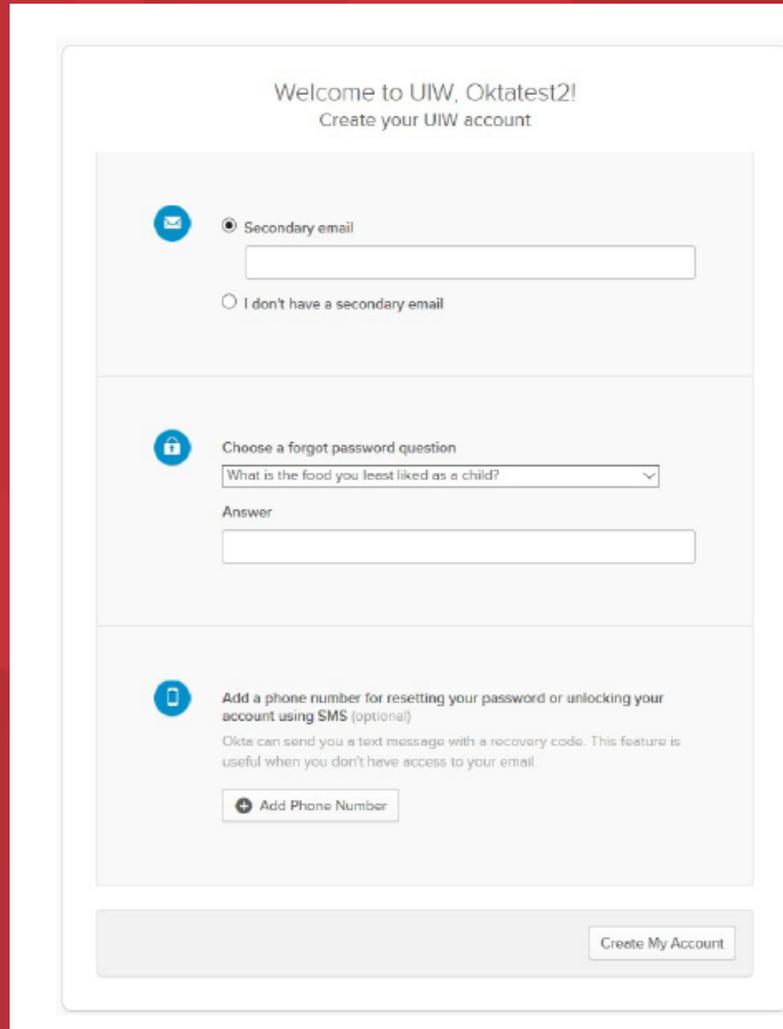
The first time you use Cardinal Apps or visit <https://apps.uiw.edu>, you will be prompted to answer a few questions to fully enable your Cardinal Apps account.

**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.

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.
-  **SMS Authentication**  
Enter a single-use code sent to your mobile phone.
-  **Voice Call Authentication**  
Use a phone to authenticate by following voice instructions.

**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.

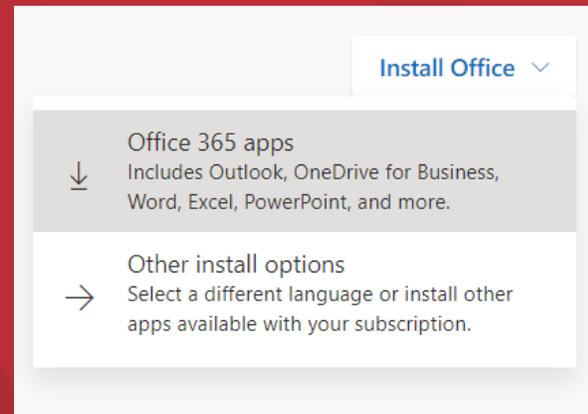
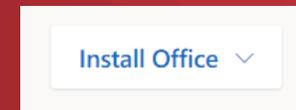
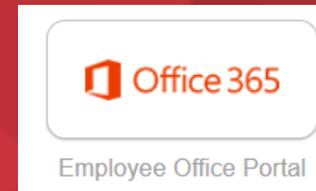
# Cardinal Apps cont.

Cardinal Apps - Main    Cardinal Apps - Banner    Cardinal Apps - Admin    +

 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		

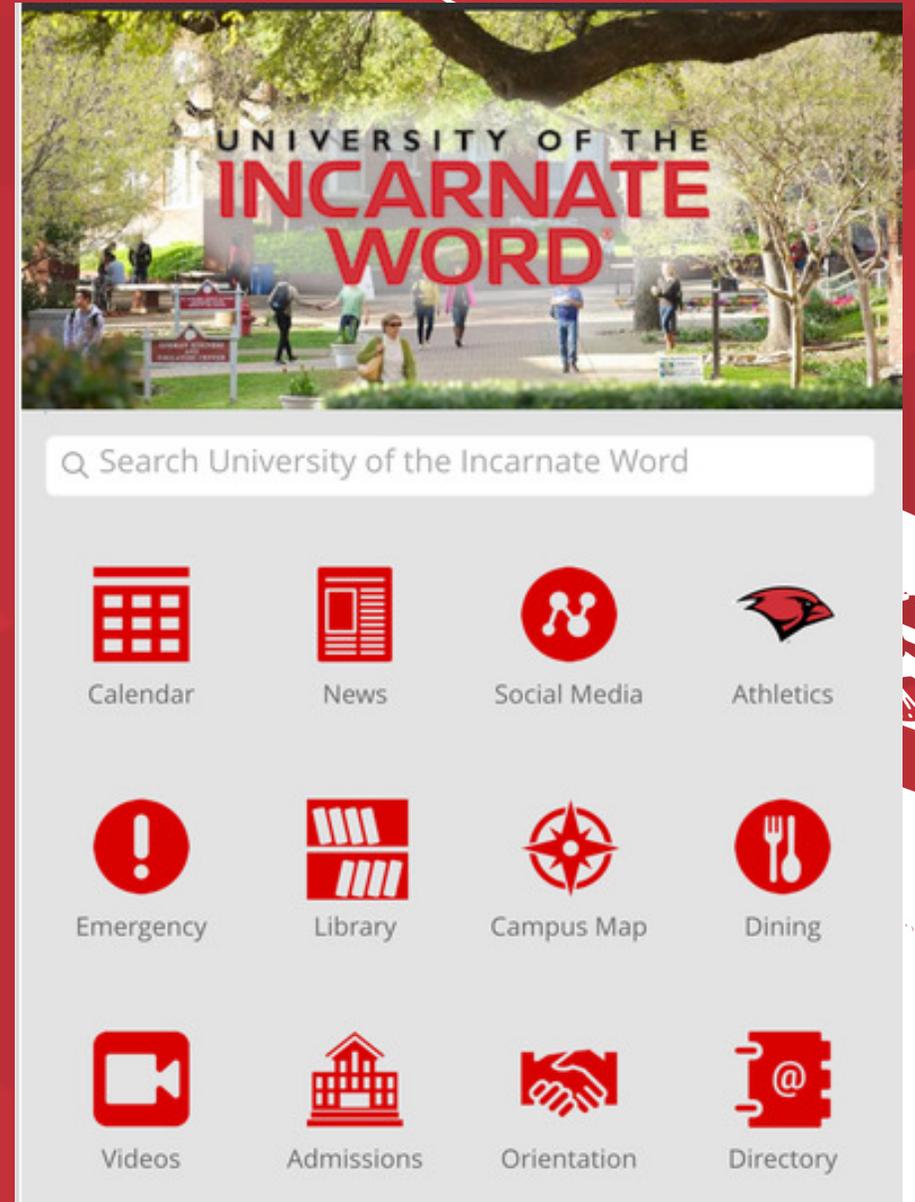
# Email & Office 365

- 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

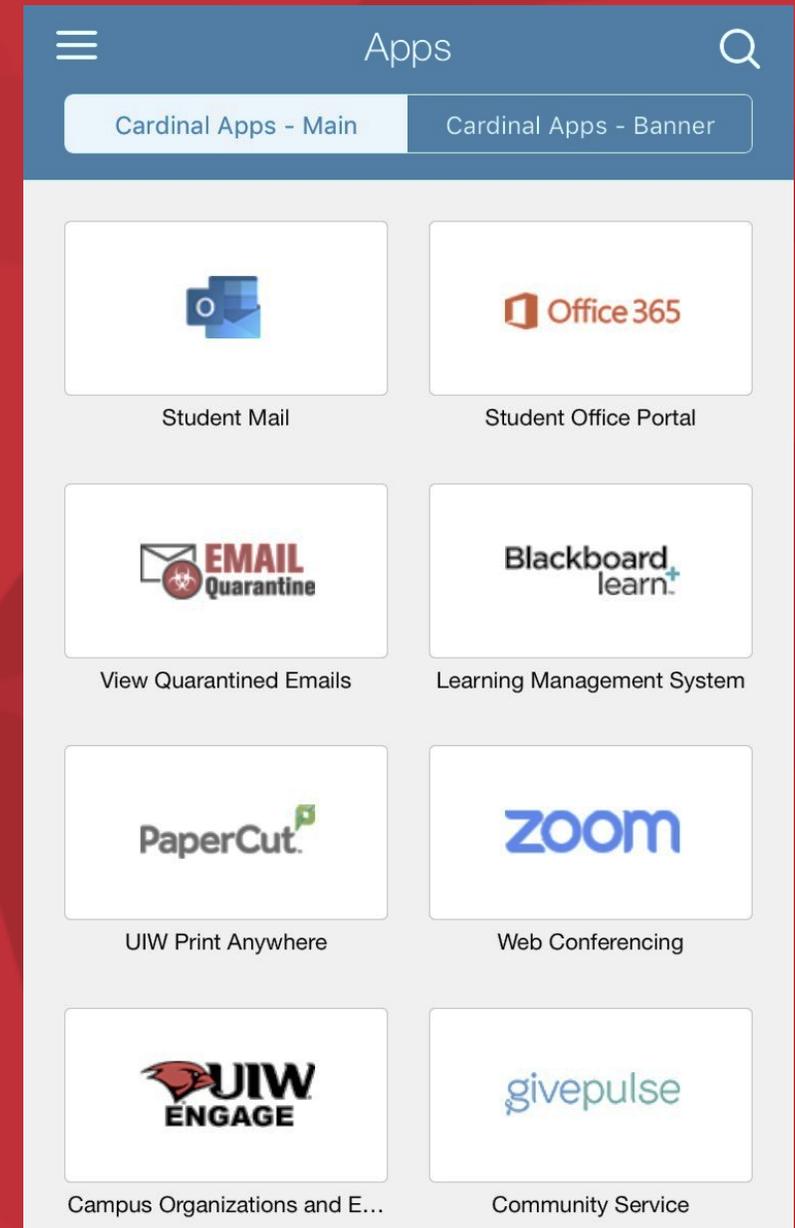
- From your App Store Search and Download the OKTA App.

Site Name: [apps.uiw.edu](https://apps.uiw.edu)

Or [uiw-edu.okta.com](https://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](mailto: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

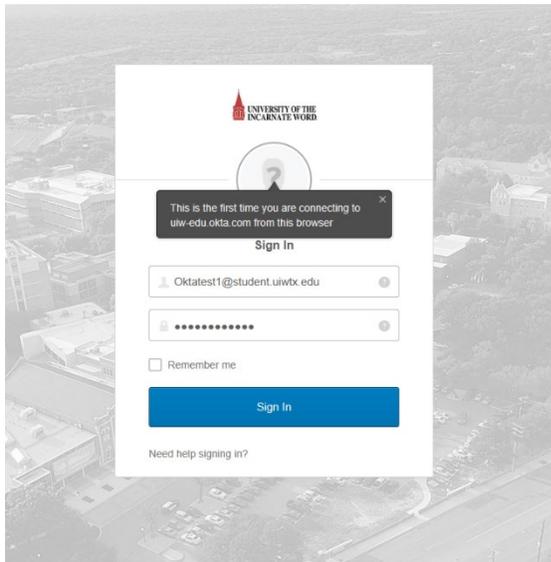
## Information Resources Division

### 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'

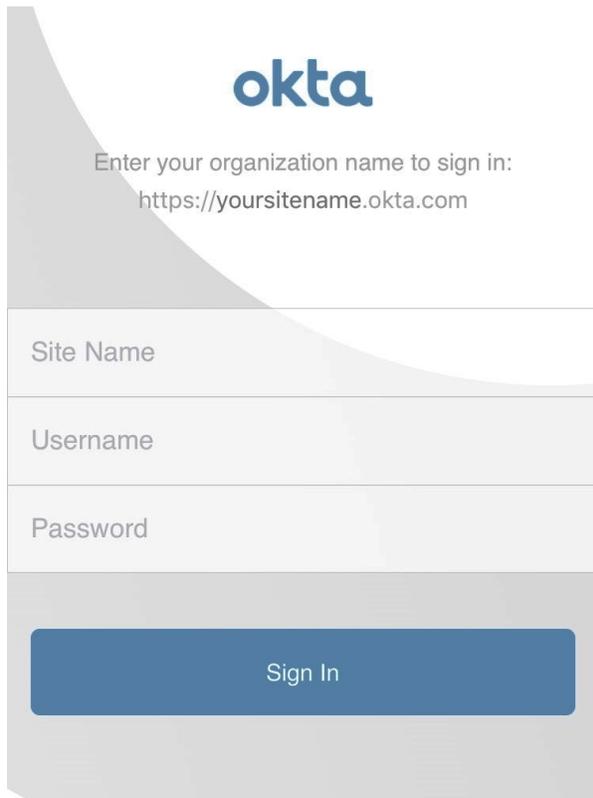
# University of the Incarnate Word

Information Resources Division

How-To Document

## Setting Up Cardinal Apps Phone Application

From your App Store Search and Download the OKTA App.



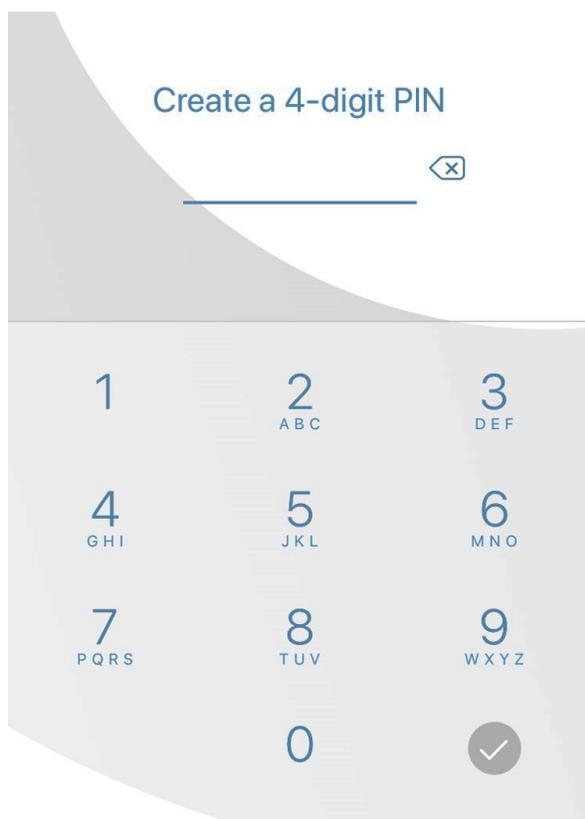
The image shows the Okta login interface. At the top is the Okta logo. Below it, the text reads "Enter your organization name to sign in:" followed by a URL placeholder "https://yoursitename.okta.com". There are three input fields labeled "Site Name", "Username", and "Password". A blue "Sign In" button is located at the bottom of the form.

Site Name: apps.uiw.edu

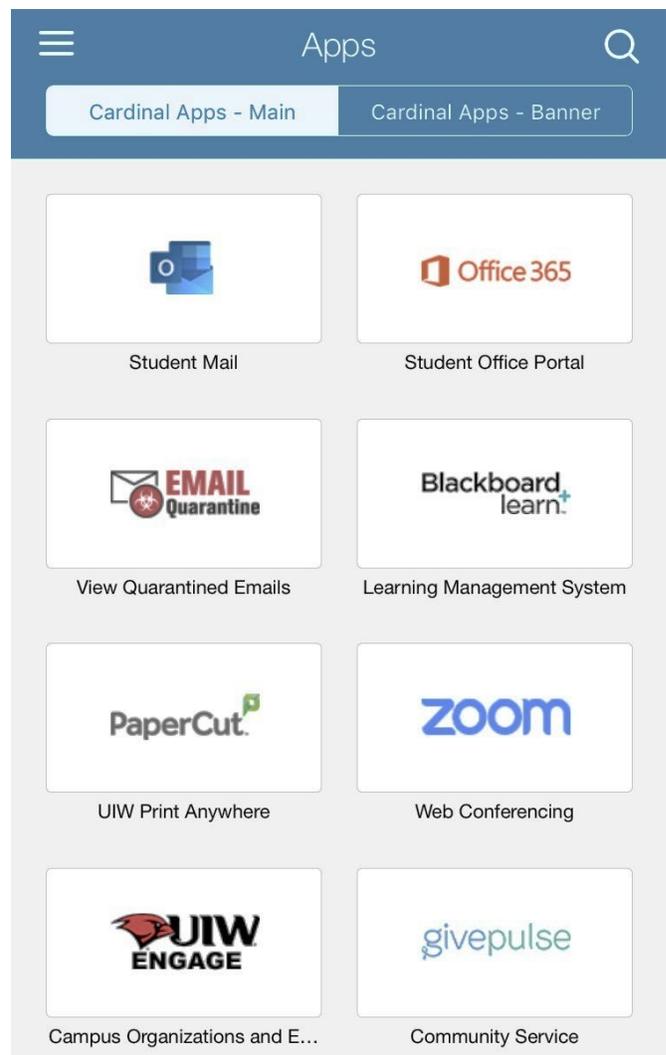
Or uiw-edu.okta.com

Username: Same as Cardinal Apps

Password: Same as Cardinal Apps



The image shows the PIN creation screen. The text "Create a 4-digit PIN" is at the top. Below it is a horizontal line with a small "x" icon to its right. At the bottom is a numeric keypad with digits 1-9 and 0, and a checkmark icon.



# OKTA Cardinal Apps Multifactor Authentication

## Enrolling in Multifactor Authentication

Log in to Cardinal Apps.

 UNIVERSITY OF THE INCARNATE WORD

**Sign In**

**Username**  
Your UIW username

**Please enter a username**

**Password**  
Your Current UIW Password

**Please enter a password**

Remember me

**Sign In**

[Need help signing in?](#)

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

 UNIVERSITY OF THE INCARNATE WORD

**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.

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

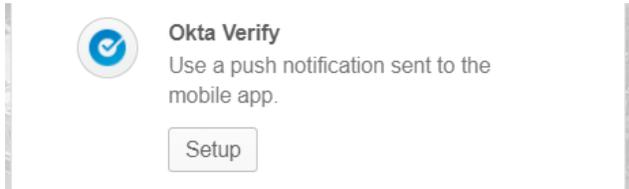
 **Voice Call Authentication**  
Use a phone to authenticate by following voice instructions.

### First Method: The Okta Verify Application

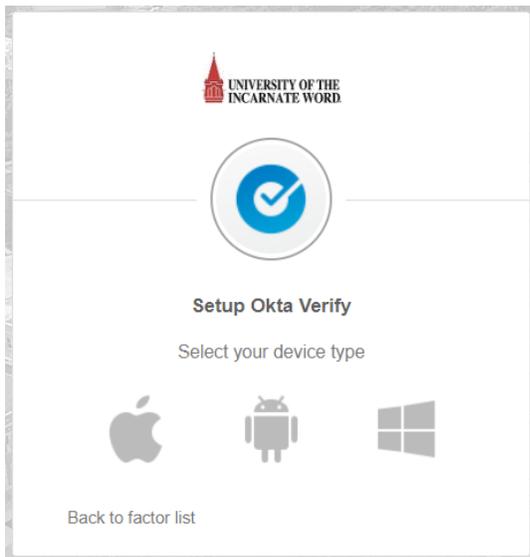
Okta Verify is a mobile application for iOS, Android, and Windows phones. This app offers two ways for a user to authenticate with Okta.

**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.

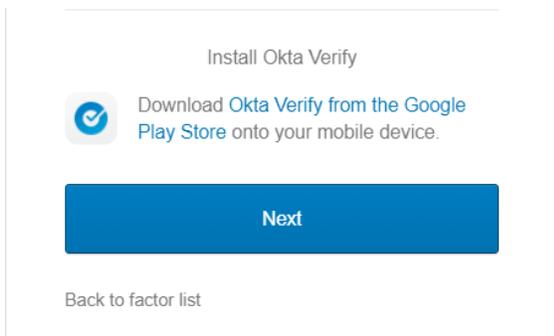
Click Setup for Okta Verify



Select Your Type of Device.

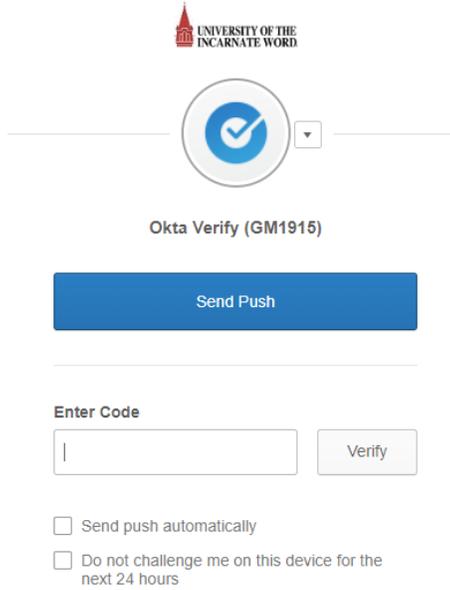


Download the Okta Verify App

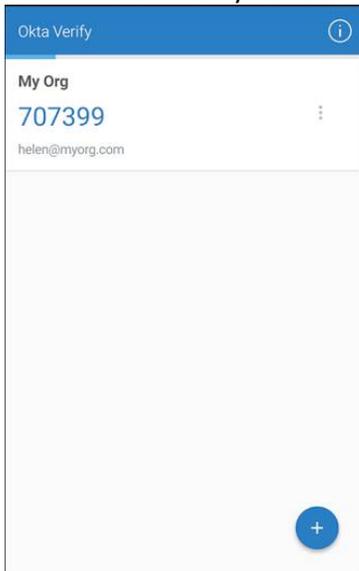


**Authentication Process:**

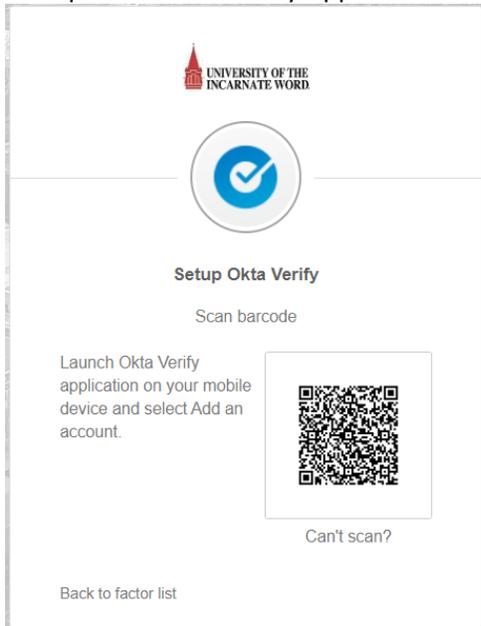
1. Push – The user will click ‘Send Push’ on the authentication screen. The user simply needs to tap ‘Approve’ on the notification that pops up on their device. The user will receive access to the application.



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.

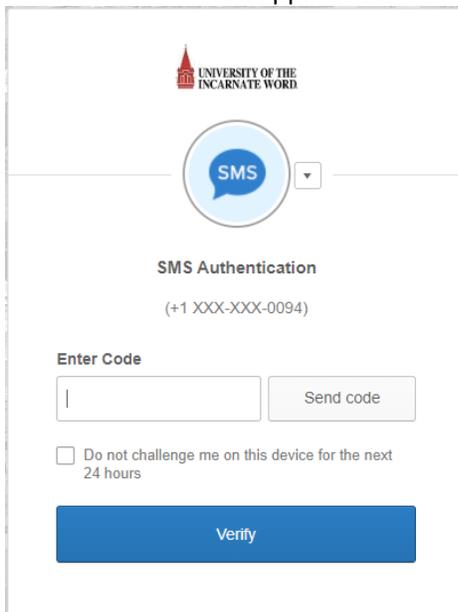


### Second Method: SMS Authentication

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.

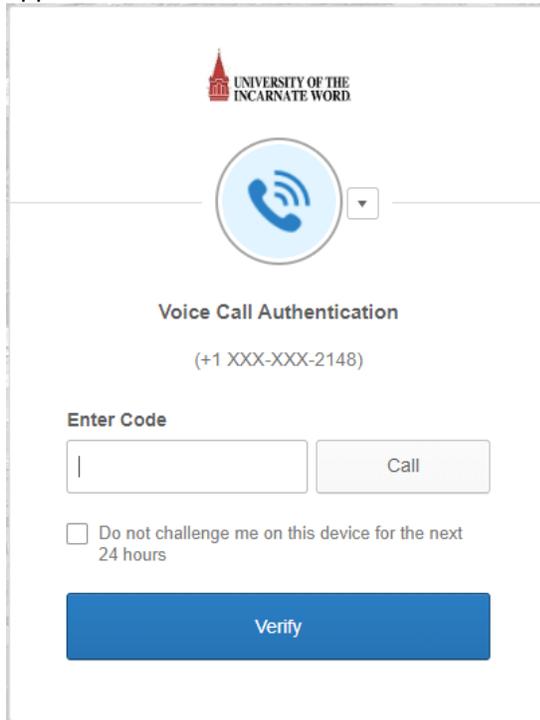
**Authentication Process** –The user will click the 'Send Code' button. A one-time code will be sent via SMS to the registered number. The user will enter the received code at the prompt and click 'Verify' to receive access to the application.



### 3<sup>rd</sup> 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.

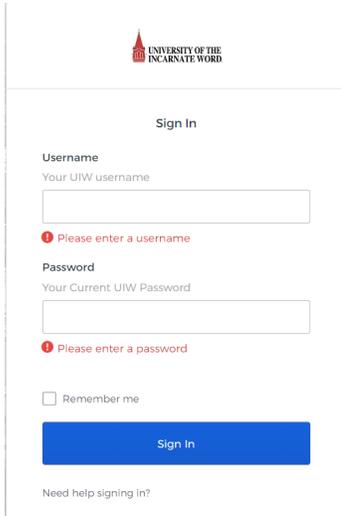
**Authentication Process** – The user will click the 'Call' button. They will receive a voice call that recites a one-time code. The user will enter the code at the prompt and click 'Verify' to receive access to the application.



The screenshot shows a mobile application interface for voice call authentication. At the top, the University of the Incarnate Word logo is displayed. Below the logo is a large blue circular icon containing a white telephone handset with signal waves, and a small dropdown arrow to its right. The text "Voice Call Authentication" is centered below the icon, followed by the phone number "(+1 XXX-XXX-2148)". Underneath, the label "Enter Code" is positioned above a text input field with a vertical cursor. To the right of the input field is a light gray button labeled "Call". Below the input field is a checkbox with the text "Do not challenge me on this device for the next 24 hours". At the bottom of the screen is a prominent blue button labeled "Verify".

# Using Zoom Via Cardinal Apps

## 1. Sign into Cardinal Apps



The screenshot shows the sign-in page for the University of the Incarnate Word. At the top left is the university's logo and name. Below it is a "Sign In" heading. There are two input fields: "Username" with the placeholder "Your UIW username" and "Password" with the placeholder "Your Current UIW Password". Both fields have red error messages below them: "Please enter a username" and "Please enter a password". There is a "Remember me" checkbox and a blue "Sign In" button. At the bottom, there is a link that says "Need help signing in?"

## 2. Click on the Zoom App



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

[SCHEDULE A MEETING](#)   [JOIN A MEETING](#)   [HOST A MEETING](#) ▾

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

[My Meetings](#) > [Schedule a Meeting](#)

Schedule a Meeting

Topic

Description (Optional)

When

Duration  hr  min

Time Zone

Recurring meeting

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

## Join a Meeting

Meeting ID or Personal Link Name

Join

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

JOIN A MEETING    HOST A MEETING ▾

With Video Off

With Video On

Screen Share Only

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

Open Zoom Meetings?

https://uiw.zoom.us wants to open this application.

Open Zoom Meetings    Cancel

8. Zoom meeting will begin

Zoom Meeting ID: 581-229-751

Talking: Christina Phillips

**Meeting Topic:** Christina Phillips' Zoom Meeting

**Host:** Christina Phillips

**Invitation URL:** <https://uiw.zoom.us/j/581229751>  
[Copy URL](#)

**Participant ID:** 39

Join Audio  
Computer Audio Connected

Share

Invite Others

Mute    Start Video    Invite    Manage Participants    Share    Chat    Record    More    End Meeting