THE CYBER GUIDE
Technology Resources for Students
2022 2023
IOWA STATE UNIVERSITY
Information Technology Services
The Cyber Guide is your resource for everything technology at Iowa State University. Be sure to bookmark the companion website for the most up-to-date information.

**Tech support options**

**Cyber security at Iowa State**

**Account set up for new students**

**Connecting to campus internet**

**Computer requirement and tech lending**

**MyState App**

**Technology job opportunities with ITS**

**Digital accessibility**

**Student Innovation Center**

**Tools for your classes: Office 365 and more**

**Canvas and AccessPlus**

**Hot Spots campus map**

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**Tech support through the IT Solution Center**

*it.iastate.edu/Help*

- Canvas resources: celt.iastate.edu/Canvas-ISU
- Connecting to the internet: it.iastate.edu/NetReg
- Digital accessibility: DigitalAccess.iastate.edu
- IT Portal support articles: it.iastate.edu/Portal
- Multifactor authentication: it.iastate.edu/MFA
- MyState app: MyState.iastate.edu
- Okta dashboard: login.iastate.edu
- Student Innovation Center: SICtr.iastate.edu

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**IMPORTANT LINKS**

- Student jobs with ITS: it.iastate.edu/Jobs
- System statuses: status.it.iastate.edu
- TechCyte Service Center: ISUBookStore.com/service
- Tech Lending through Parks Library: lib.iastate.edu/TechLending
- Testing Centers: it.iastate.edu/TestCenters
The IT Portal is your one-stop-shop for browsing technology support articles, requesting support from the IT Solution Center and requesting IT products and services. The support articles, called knowledge base articles, are great for solving tech issues when you don’t want to or have time to contact the IT Solution Center. You can access the IT Portal through the Okta dashboard with either of these tiles.

IT SOLUTION CENTER

The IT Solution Center is your on-campus resource for technology assistance with a technician. Get help with resetting passwords, setting up accounts, troubleshooting internet issues and much more.

Need help? Submit your request to the IT Solution Center.

49,388 questions resolved last year

The IT Solution Center is open 7 days a week. Check hours at the Help website above.

Check system statuses and subscribe to notifications for outages and maintenance at status.it.iastate.edu

192 Parks Library

515-294-4000

solution@iastate.edu

it.iastate.edu/Help
Learn more at: it.iastate.edu/MFA

Cyber Security DO’s

- Choose complex passwords for your accounts
- Avoid reusing passwords when possible
- Use a password manager like LastPass or Dashlane
- Set a screen lock on your computer and other devices
- Lock your computer when away
- Install official software updates when made available
- Forward suspected phishing emails to security@iastate.edu

Cyber Security DON’Ts

- Use free software downloaded from untrusted sites. It’s often bundled with “Adware.”
- Fall for email phishing attacks asking for gift cards, money or personal information. They may use an official contact name, but the email address is often suspicious and from a public domain, example: officep31@gmail.com
- Approve fake software updates that lure you into installing malware. These always appear in a browser window.
Account Setup I: YOUR NET-ID

Your Network Identification, or Net-ID, is the group of characters before the “@” sign of your Iowa State email address, serving as your unique username. It is different than your University ID, which is the nine-digit number listed on the front of your ISUCard.

**Please Note**
The Net-ID registration may take a few minutes to process. If you encounter a system error, please contact the IT Solution Center for assistance.

Account Setup II: PASSWORD RESET

Enable Password Reset Now

1. Go to login.iastate.edu and sign in with your Net-ID and password.
2. You’ll be prompted to enter your secondary email address (non-Iowa State email)
   If you are not prompted automatically, follow the instructions to the right (For Returning Users)
3. Add your phone number to be texted, called or both in the event you need a recovery code to reset your account password
4. Select Create My Account

Create Your Net-ID Now

1. Go to asw.iastate.edu
2. Select “Need to register for a Net-ID?” under the box labeled Register
3. Enter the required information and select Next
4. You can keep the suggested Net-ID or change it here if you’d prefer
5. Set your password. Be sure to follow the password standards described on the page.
6. Select Accept and then select Register

Account Setup III: ACTIVATE MFA NOW

Most verification options will require a cell phone.
If you don’t have a cell phone and can’t acquire a YubiKey, please contact the IT Solution Center before attempting to activate MFA.

1. Go to login.iastate.edu and sign in with your Net-ID and password.
   (You may already be logged in if you just set up Password Reset.)
2. Select the Activate Multifactor Authentication tile.
3. Read the information about MFA and select Activate at the bottom of the screen. This will log you out.
4. Log back in and follow the instructions to set up your verification method(s). We recommend Okta Verify and SMS texting for ease of use.

Iowa State’s email platform for incoming students is Microsoft Outlook. Your Outlook account is automatically created after you set up your Net-ID.

It’s important to note that all communication from Iowa State offices will be sent to your Outlook account, not a previously-used email. This includes messages from Admissions, Financial Aid, Registrar, your academic advisor, your instructors and more.

You can add your student Outlook account to your phone, tablet and computer like other email accounts. For help setting up your account, check out the Student Email section of the student resource web page:

[it.iastate.edu/Students](it.iastate.edu/Students)
Connecting to campus internet

There are two ways to connect to internet at Iowa State University: Wi-Fi (wireless) or ethernet (wired). You’ll connect to the internet differently depending on your device. **When using Wi-Fi, you should always attempt to connect to eduroam first, regardless of your device.**

Some devices will require to be registered in order to connect to the internet properly, called Network Registration or NetReg. Here is a handy chart showing when NetReg is required for each device type and connection type (Wi-Fi vs ethernet). **Please note: there are two different NetReg processes depending on your device.** To complete the NetReg process, visit this website for all of the details and links:

<table>
<thead>
<tr>
<th>Devices</th>
<th>Connect to eduroam</th>
<th>NetReg through IT Portal</th>
<th>NetReg through IT Portal</th>
<th>NetReg through IT Portal</th>
<th>Not allowed on the network; connect directly to computer with USB or use PaperCut</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phones &amp; Tablets</td>
<td>Connect to eduroam</td>
<td>NetReg through ASW</td>
<td>NetReg through IT Portal</td>
<td>NetReg through IT Portal</td>
<td></td>
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<tr>
<td>Laptops &amp; Desktops</td>
<td>N/A</td>
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<tr>
<td>Game Consoles</td>
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<tr>
<td>Smart TVs &amp; Streaming Devices</td>
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<tr>
<td>Smart Speakers</td>
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<tr>
<td>Printers</td>
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</table>

**Connecting to eduroam Wi-Fi**

1. Open Wi-Fi settings
2. Select eduroam
3. Enter full Iowa State email address and password

*That’s it!*
Computer labs available for you

Computers with various software are located across campus, including in Parks Library. Some computer labs are open for general student use while others are reserved for students in specific programs or colleges. Labs are managed by individual colleges and departments, so be sure to contact your college’s IT team for more information at it.iastate.edu/Help/Unit.

TECH TIP
Check out the library section of the MyState app to see current capacity and computers available.

IOWA STATE’S COMPUTER REQUIREMENT
it.iastate.edu/RequirementFAQ

As a student, you’re required to have a laptop or other device appropriate for your major/program. This requirement helps ensure that you can complete coursework successfully. For information about what type of device or software you need, please visit the web page to the left and discuss requirements with your academic adviser.

TECH LENDING x Parks Library
Reserve equipment at lib.iastate.edu/TechLending

Pick up equipment on the first floor

The Tech Lending Program, managed by Parks Library, offers a ton of different technology equipment available to check out for free.

Looking to buy a laptop?
The MajorSuccess program from TechCyte in the ISU Book Store can help you find the right computer for your major/program. ISUBookStore.com/major-success
The MyState App offers a customizable dashboard, where users can easily find people and offices on campus, view routes, schedules, and current bus locations. It includes a directory of department information, testing centers, StuOrgs (research student organizations), and news from various sources. The app also allows users to download their class schedule to their phone’s calendar or share it with others. MyState App Users can access new, unreleased features while helping to make the app better for everyone as a MyState Beta Tester. To get started, visit MyState.iastate.edu.
REAL WORLD EXPERIENCE. REAL IMPACT ON CAMPUS

Information Technology Services (ITS), the central IT department on campus, employs more than 100 students across many different teams. As a student employee, you’ll work with professional staff, gain skills you can take with you and make your resume stand out. ITS offers convenient on-campus work locations, flexible scheduling and competitive pay. All majors are welcome to apply!

**IT Solution Center**
work with students, faculty and staff to resolve tech support issues

**Physical Infrastructure**
gain experience with data center management, cabling/networking design, new construction and other capital projects

**Software Development**
gain coding experience by developing software and apps, including MyState

**Audiovisual Experience**
set up and maintain classroom and meeting space technology

**Endpoint Technologies**
set up and troubleshoot faculty and staff computers and devices

**Other Opportunities**
keep an eye out for opportunities to work with teams like digital accessibility, information security, communications, change management and more

LEARN MORE AND APPLY
it.iastate.edu/Jobs

113 student staff
133 full-time staff

Follow us for how-tos, alerts and tech news
@iowaStateITS
The Digital Accessibility Lab is a research lab on campus studying the methods of inclusive design and disability related to the design and use of digital products.

Many Iowa State students experience daily barriers to their educational goals.

Creating barrier-free access to hardware and software falls under the broad area of digital accessibility. Digital accessibility is not only the production of course materials, websites and communications in an accessible manner, it is a mindset and related directly to the student experience. Fully experiencing content and materials using assistive technology is essential in supporting this mindset.

Inclusive digital access is a civil right, just as access to education is a civil right.

Student Accessibility Services with the Dean of Students Office supports students with accessibility needs through accommodations, services and programs.

Student Accessibility Services
1076 Student Services Building
accessibility@iastate.edu
515-294-7220
sas.dso.iastate.edu

DIGITAL ACCESSIBILITY LAB
Durham 116
- barrier-free computing devices
- adjustable height desks
- easy-to-move seating
- screen magnifiers
- screen-reading software
- text-to-speech software
- VR headsets
- eye-tracking device
- wearable keyboards
- switch controls
- gaming hardware and software
The **Student Innovation Center** is filled with state-of-the-art technologies for all students, staff and faculty to turn their ideas into reality. Whether you’re looking to develop virtual reality applications or build a product prototype, the center can support you along the way.

The center offers technologies including **composite material fabrication**, dynamometer (engine) testing, metal, wood, textile and **3D printing labs** for all of campus to use, plus college-dedicated amenities like a **demonstration kitchen** and **gaming lab**.

Learn more at [SICtr.iastate.edu](http://SICtr.iastate.edu)
As a student, you’ll accumulate a lot of files and data from your coursework and extracurricular activities. While you can save these files on your computer, you can also store them securely online in the cloud. By storing your files in the cloud, you can safely back up your classwork and make sure that nothing gets lost if your computer crashes. You can also easily collaborate with others on projects. Iowa State offers three cloud storage applications: CyBox, Microsoft OneDrive and Google Drive. Each application has its own pros and cons (reference the chart above), so feel free to use the option that’s best for you. All these applications can be accessed from your Okta dashboard.

### CLOUD FILE STORAGE

<table>
<thead>
<tr>
<th></th>
<th>Storage Limit</th>
<th>File Size Limit</th>
<th>File Access</th>
<th>Collaborative editing</th>
<th>Email to folder</th>
<th>Permission Options</th>
<th>Canvas Integration</th>
</tr>
</thead>
<tbody>
<tr>
<td>CyBox</td>
<td>Unlimited within acceptable use</td>
<td>50 GB</td>
<td><img src="" alt=" " /> <img src="" alt=" " /> <img src="" alt=" " /> <img src="" alt=" " /></td>
<td><img src="" alt=" " /></td>
<td><img src="" alt=" " /></td>
<td>Intermediate</td>
<td><img src="" alt=" " /></td>
</tr>
<tr>
<td>OneDrive</td>
<td>up to 25 TB</td>
<td>250 GB</td>
<td><img src="" alt=" " /> <img src="" alt=" " /> <img src="" alt=" " /> <img src="" alt=" " /></td>
<td><img src="" alt=" " /> <img src="" alt=" " /></td>
<td><img src="" alt=" " /></td>
<td>Most</td>
<td><img src="" alt=" " /></td>
</tr>
<tr>
<td>Google Drive</td>
<td>25 GB subject to change</td>
<td>N/A</td>
<td><img src="" alt=" " /> <img src="" alt=" " /> <img src="" alt=" " /> <img src="" alt=" " /></td>
<td><img src="" alt=" " /> <img src="" alt=" " /></td>
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<td>Least</td>
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</tbody>
</table>

Grammarly is a digital writing support tool that provides powerful grammar, spelling and plagiarism checking. It integrates conveniently into many of the places where you do your writing, such as web browsers (so it can be used in Outlook and Canvas), Google Docs, and Office 365. All students have free access to the premium version of Grammarly. Access it through Okta.

LinkedIn Learning is a leading online learning platform that helps anyone learn business, software, technology and creative skills. Your Net-ID gives you free access to the entire LinkedIn Learning video library of engaging, top-quality courses taught by recognized industry experts. Access it through Okta.

Top Hat is an interactive, cloud-based teaching platform that encourages in-class engagement and gives real-time feedback. Instructors often use Top Hat for in-class questions as well as attendance tracking. Check your syllabi to see if your instructors require Top Hat.

You can purchase a Top Hat subscription from the ISU Book Store either in store or online. You will be given a code to redeem your subscription, which you can activate at success.tophat.com. For easy access, you can download the Top Hat app on your phone or tablet.

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### TOOLS FOR YOUR CLASSES

**Office 365 included**

All Iowa State students have access to select Microsoft Office 365 software products at no additional cost. Office 365 contains a series of productivity applications like Microsoft Word, PowerPoint, Excel and more available as desktop downloads or web apps.

**To get Office 365 desktop apps**

1. Go to [login.iastate.edu](http://login.iastate.edu)
2. Select ![Office 365]( )
3. In the upper right, select **Install Office**
4. Select **Office 365 Apps** from the dropdown
5. Follow the additional installation prompts
Canvas is the learning management system at Iowa State University. It’s an online platform where your instructors keep important class information. As a student, you’ll interact with Canvas regularly to access course resources, complete assignments or take exams. Your Canvas account was automatically created when you received your Net-ID. **You can access Canvas through your Okta dashboard.**

Besides having access to course information, you also have access to many other educational tools in Canvas like Webex, StudyMate, and Studio. On the Canvas@ISU Learning and Teaching Technology web page (URL below), you’ll find that each educational tool web page has a section dedicated to student resources, including how to access or use each tool.

To help ensure all students are given an equitable learning experience, Iowa State’s Center for Excellence in Learning and Teaching (CELT) has curated a list of resources to help you learn to navigate Canvas.

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AccessPlus is a secure and confidential campus information system used for doing official university business. **Log in quickly and securely through your Okta dashboard.** Below are some of the tasks you can complete in AccessPlus.

- Update and verify your in-session or interim address
- Register for classes
- View or print your class schedule
- View or print an up-to-date degree audit
- View and pay your U-Bill online
- View residence hall information
- Select a meal plan
- Search for jobs on and off campus
- Grant Third Party Access to someone, such as a parent or family member to view your grades and/or pay your U-Bill
- Set up ISU Alert to be notified of campus emergencies
- Update your emergency contact information
Shop the store that Supports Iowa State

We are owned & operated by Iowa State University. The money you spend with us stays right here on campus to support Iowa State.

Scan to know more or book an appointment.