

Information Technology

[Information Technology](#) provides technology service and support to the UIW community. The SOM community has multiple ways to access technical support. While IT and Help Desk serves all UIW, SOM also has dedicated support specialists on location. These tech experts work with all departments within IT and Help Desk representatives will assign tickets to the SOM support specialists as needed.

Service Portal

The [Service Portal](#) is a new support feature implemented in Summer 2021, with more features to come throughout the year. This system provides an artificial intelligence backed solution for one stop help across all UIW using knowledge base resources, chat, and live support.

Help Desk Services – General Technical Support

(210) 829-2721 and helpdesk@uiwtx.edu as well as connected to the Service Portal

Hours of Operation: Visit [Help Desk Services](#) for current information.

Location: Lower Level of the UIW Student Engagement Center, Broadway Campus

Help Desk Services provides support for username, password, email, Cardinal Apps, computer hardware, software, Canvas, network, audio/visual equipment, and instructional technology.

Health Professions Technology Support Specialists – SOM Specific Support

(210) 619-7100 and helpdesk@uiwtx.edu as well as connected to the Service Portal

SOM Help Desk Hours of Operation: Monday through Friday 7-8am and 12-5pm

Location: Building 3, SOM Campus

The SOM Health Professions Technology Support Specialists are located on campus to provide general technical and training support for students. Technical support and training include hardware and software installation, troubleshooting Windows and Macintosh OS based computers, phones, and tablets, maintenance of network connectivity, and supporting the use of a variety of commonly used applications. Requests are prioritized and resolved in an effective and timely manner in person as well as by email, phone, chat, or remote session.

EMedley – Learning Management System for the DO Program

Contact Asma Ali for assistance: (210) 619-7063 or asali1@uiwtx.edu

Canvas – Learning Management System for UIW

24/7 Canvas Support is available by phone at (844) 384-5742 or by chat inside the Canvas system by clicking on the Help option in the Global Navigation menu. Canvas representatives will provide step by step assistance for using any of the Canvas features. [Student Guides](#) are available for your reference.

Policies and Procedures

The university has several policies that govern how students, faculty, and staff use technology and software while at the institution. These policies include acceptable and non-acceptable use of information resources at UIW. For a complete list of these policies, go to [IT Policies and Procedures](#).

Student Laptop Requirements

Visit [Learning Online](#) for more information.

Recommended	Minimum Required	Minimum Required
Operating System: Windows 10 (Service Pack 1909 minimum) Operating System: OS X 10.15 Catalina	Operating System: Windows 10 Operating System: OS X 10.15 Catalina	A Windows OS computer is preferred during assessment weeks. Operating System: OS X 10.15 Catalina

<p>Processor: Intel i7 or AMD Ryzen 7</p> <p>Processor: 3.0 GHz</p> <p>RAM: 16GB</p> <p>Hard Drive Space: 500GB or 1TB SSD</p> <p>Web Browser: Google Chrome latest version</p> <p>Camera: Built-in or add on WebCam (720p or higher resolution) with microphone</p>	<p>Processor: Intel i5 processor or AMD Ryzen 3-5 processor</p> <p>RAM: 8GB - 16GB</p> <p>Hard Drive Space: 256GB SSD</p> <p>Web Browser: Google Chrome latest version</p> <p>Camera: Built-in or add on WebCam (720p or higher resolution) with microphone</p>	<p>Processor: Intel i5 or AMD Ryzen 3-5</p> <p>Minimum Processor Speed: 2.7 GHz</p> <p>RAM: 8GB - 16GB</p> <p>Hard Drive Space: 256GB SSD</p> <p>Web Browser: Google Chrome latest version</p> <p>Camera: Built-in or add on WebCam (720p or higher resolution) with microphone</p>
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