

# TECHNOLOGY SERVICES

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Support Desk: 312.567.3375  
supportdesk@iit.edu  
iit.edu/ots

The Office of Technology Services (OTS) supports Illinois Institute of Technology's primary technology systems, including administrative systems, MyIIT, Banner, and the network and telephone infrastructures. OTS also supports the HAWKi mobile application, which was developed in partnership with the Student Government Association who provided their input in the design, content selection, and naming of the app. With HAWKi, many useful resources are at students' fingertips: students can 1) view course assignments, class rosters, grades, discussions, class announcements, and updates; 2) view their course schedules and sync them with their mobile devices' calendars; 3) check out the latest events happening on campus; and much more! The app will continue to change and grow to reflect students' needs and desires.

OTS maintains approximately 450 computers in its classrooms, labs, and public terminals throughout the Mies, Downtown, Rice, and Moffett Campuses, including an online Virtual Computer Lab, which enables students to schedule an ad hoc connection to the most frequently used academic lab software from their own devices, including laptops and tablets, at any time, from any location. To ensure that students have access to equipment that support their academic goals, OTS offers laptop and MiFi-device checkout through the Galvin Library Circulation Desk. Additionally, the computers in the classrooms and labs are refreshed on a regular basis. OTS also supports remote printing from personal laptops/desktops and mobile devices to printing release stations located in various computer labs and public areas. Additional information about these services is available on the OTS website.

OTS manages the MyIIT portal ([my.iit.edu](http://my.iit.edu)), which provides personalized access to email, Google Apps, online course registration, Blackboard, OTS Support, student financial information, student life, weblinks, tools, and other content. All Illinois Institute of Technology students receive an email address integrated into each student's Google Apps for Education account, which is accessed via the MyIIT portal. Google Apps for Education also includes collaboration tools such as Google Docs, Sites, Groups, and more. Supplemental class materials are available through Blackboard, Illinois Tech's course management system, where instructors post lectures, notes, and other course information. Blackboard Learn, Community, and Collaborate are also available to enhance students' learning experience. Illinois Tech distance learning content and video lectures are also accessed through Blackboard.

The university provides Internet access through its wired and wireless networks. Most campus buildings have wired Internet access and secured wireless Internet access is available campus-wide. Visit the OTS website to view the university's current WiFi zones, which cover 100% of the occupied and used space on campus. Instructions for connecting to the Internet through the university network, including how to configure and register personal computers and mobile devices, are also available on the OTS website.

The OTS Support Desk is the central point of contact for technology support at the university. Support Desk staff provide technical troubleshooting, account management, and configuration assistance for all students, faculty, and staff. OTS support is available through the MyIIT portal and includes a knowledge database with how-to information for common technical issues and questions. A request for technical support may be submitted by opening a ticket through the OTS website, sending a request via email ([supportdesk@iit.edu](mailto:supportdesk@iit.edu)), or by calling the Support Desk at 312.567.3375.

Visit the OTS website for the most up-to-date information and useful details about the university's technology.