

An aerial photograph of the University of Oregon campus, showing various academic buildings, green spaces, and a large stadium on the right. The background features a range of mountains under a cloudy sky. The entire image has a green color overlay.

Tech Session

International Student & Scholar Services



ISSS Portal

- iConnect is a unique portal just for international students
- Log-in with Duck ID
- **Examples:**
 - Request reprints
 - Apply for work authorization
 - Request travel signatures
 - Extend F-1 or J-1 status
 - And more!

iconnect.uoregon.edu



ISSS Website

- How to use the website
- Where to find information
- Advising hours

issu.uoregon.edu



UO Email

- *duckid@uoregon.edu*
- Communicate with instructors, peers, offices
- Log into various platforms - [Canvas](#), [iConnect](#), [My Housing](#) and [myUOHealth](#)
- Set Up UO Email with Microsoft Outlook 365
[Getting Start with Microsoft 365](#)



Getting started: Technology on campus

A brief look into your technology resources at the UO.

Technology Service Desk

August 2025



The Technology Service Desk – that's us!

We're here to help!

- Located on the ground floor of the EMU, next to the Craft Center.
- Evening and weekend supports hours available.
- Free technical support for members of the UO, even for personal devices. Some limitations but we'll do our best!
 - Account and email support, including Duo
 - Malicious software removal
 - Network connection troubleshooting
- Remote support available:
 - **Phone:** 541-346-HELP (4357)
 - **Chat:** livehelp.uoregon.edu





Types of IDs: Flock Card ID (#) AKA your UO ID Card number or your “95#”

It's a **number that begins with 95**, and it's printed on your physical Flock card. Uses a Personal Access Code, or PAC, which is separate from your Duck ID password.

Your UO ID lets you log in to **DuckWeb**, which contains financial, personal, and class functions:

- Update personal information.
- Access class lists, grades, transcripts, and more.

Website: duckweb.uoregon.edu

Get Help: Contact the Office of the Registrar (registrar.uoregon.edu)

Types of IDs: Duck ID (username)

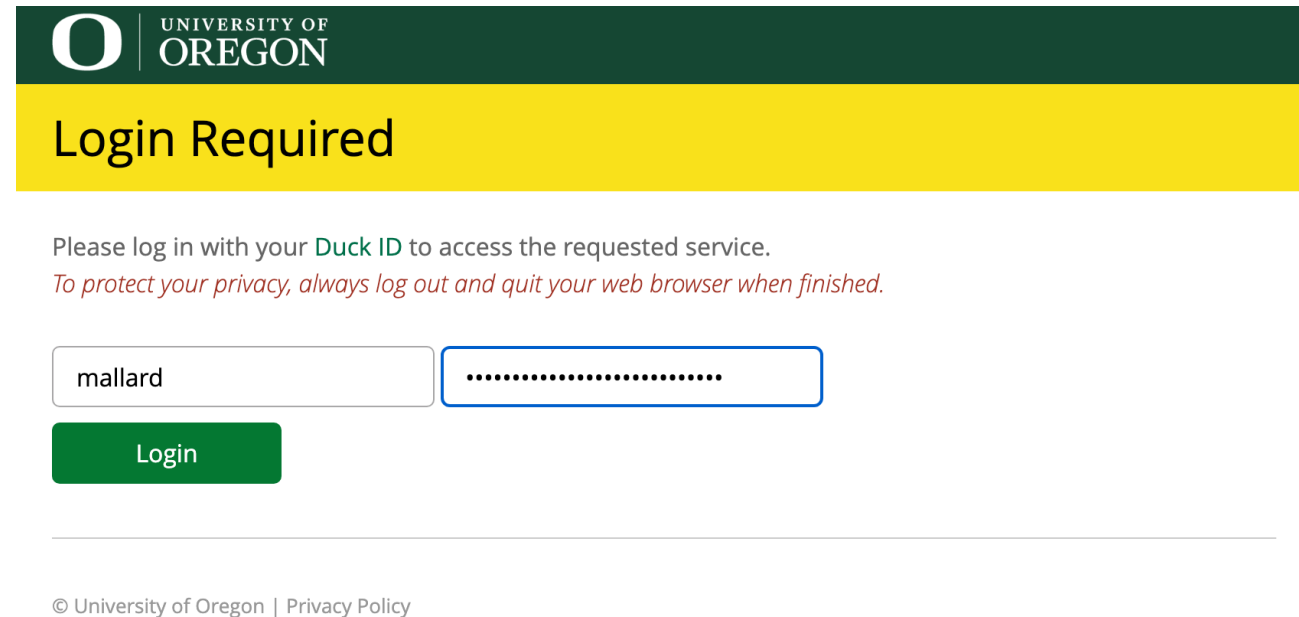
Your Duck ID is the main way you'll log in to UO technology services, and it's also **the first part of your UO email address.**

Your Duck ID lets you log in to:

- UOmail (***duckid***@uoregon.edu)
- Wi-Fi (UO Secure or eduroam)
- Canvas, library services, and computer labs
- And much more!

Website: duckid.uoregon.edu

Get Help: Technology Service Desk!



The image shows a screenshot of a web page for the University of Oregon. At the top is a dark green header with the University of Oregon logo and name. Below this is a yellow banner that says "Login Required". Under the banner, there is a message: "Please log in with your Duck ID to access the requested service. To protect your privacy, always log out and quit your web browser when finished." Below the message are two input fields: the first contains the text "mallard" and the second contains a series of dots representing a password. Below the input fields is a green button labeled "Login". At the bottom of the page, there is a footer that says "© University of Oregon | Privacy Policy".

UNIVERSITY OF OREGON

Login Required

Please log in with your Duck ID to access the requested service.
To protect your privacy, always log out and quit your web browser when finished.

mallard

.....

Login

© University of Oregon | Privacy Policy



Sign in

to continue to Outlook

mallard@uoregon.edu

No account? [Create one!](#)

[Can't access your account?](#)

Next



Sign-in options

Microsoft Logins

It's a *little* different!

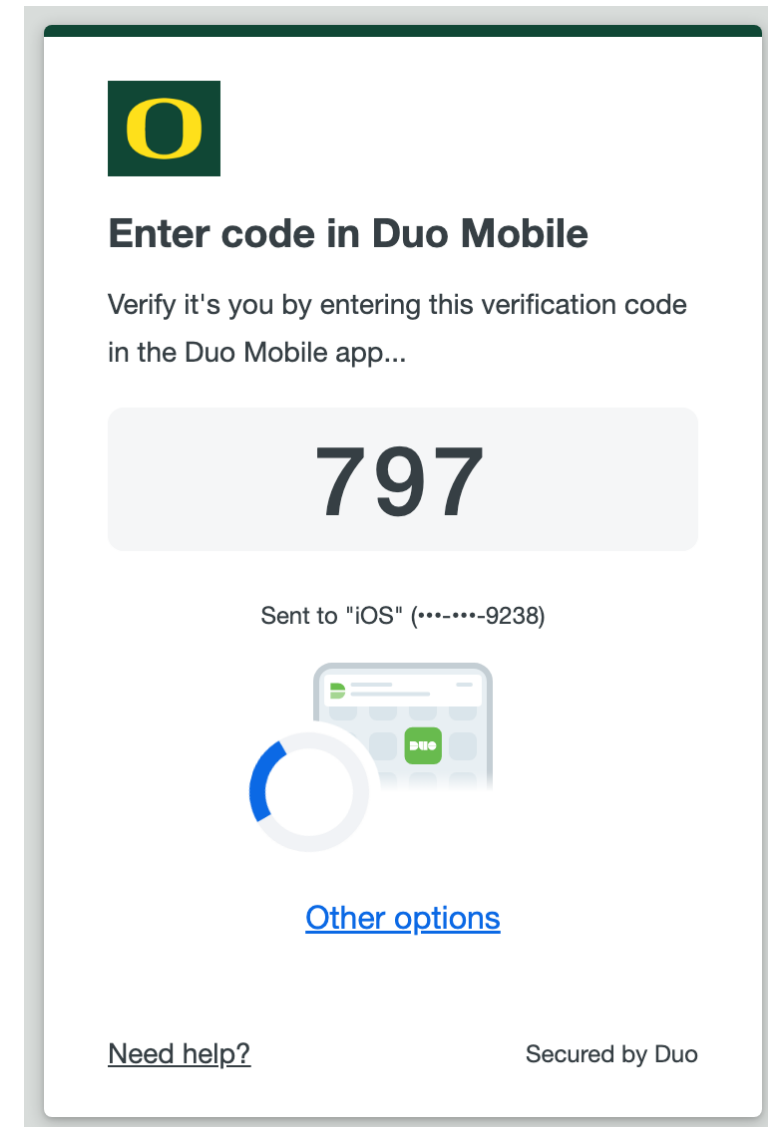
Watch out for Microsoft logins—they still use your Duck ID password, but in this case the username should be ***your full UO email address***.

Remember: you can't reset the password for this account here. You'll need to go to duckid.uoregon.edu to change it if you forgot your email password.

Duo

Our Multi-Factor Authenticator

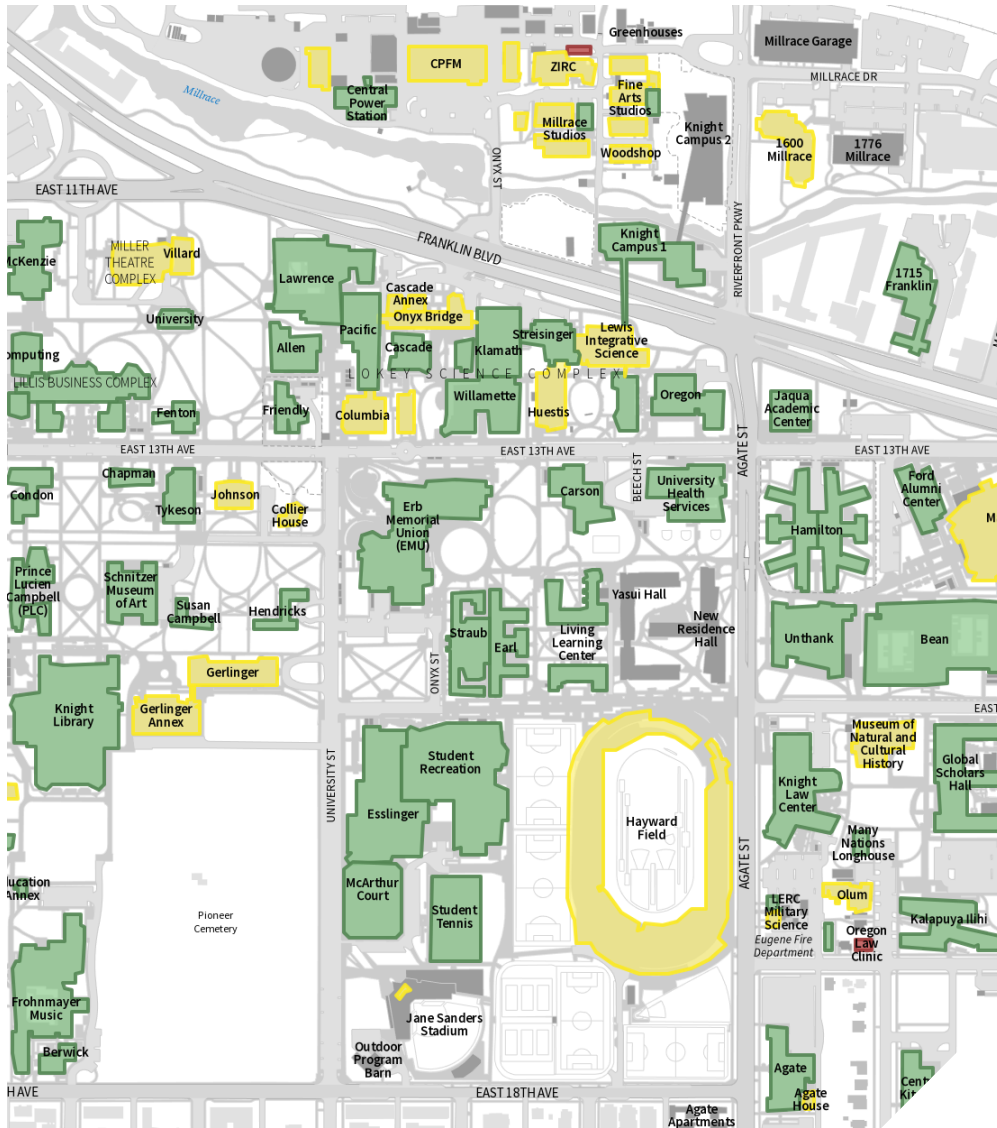
- What does it do?
 - It protects our core services from malicious attackers by ensuring that it's *you* logging in.
- Can I opt out?
 - No. All Students, Staff & Faculty are required to use DUO to maintain acceptable levels of security for our data and logins.
- Due to the restrictive nature of biometric verification methods (Face ID, Windows Hello, etc.), you should always have at least one other Duo verification device registered, such as the Duo Mobile app or a hardware token. You can get a free token from the Tech Desk!



UO Service Portal

Website: service.uoregon.edu

- Our self-help knowledge base
- Find how-to information to resolve many common issues yourself.
- Submit tickets for tech support here!



Network Availability

- Over 2400 Wi-Fi network access points!
- UO Secure is the preferred Wi-Fi option. We can help you set it up.
- UO Guest is available to anyone on campus.
- Hardwired ethernet is available in most of the dorms and highly recommended for the fastest speeds.
- Some devices need to be registered with ResNet to connect to our network:
housing.uoregon.edu/resnet/devices

Microsoft Office 365

Website: office.uoregon.edu

- Free access for all UO students and employees, including web access.
- You can install the Office apps on up to 5 PCs or Macs **and** 5 tablets **and** 5 smartphones. Your files can be synced with the Microsoft 365 web apps as well.
- You will get access to:
 - OneDrive
 - Word
 - Excel
 - PowerPoint
 - OneNote
 - ...and more!





Microsoft Teams

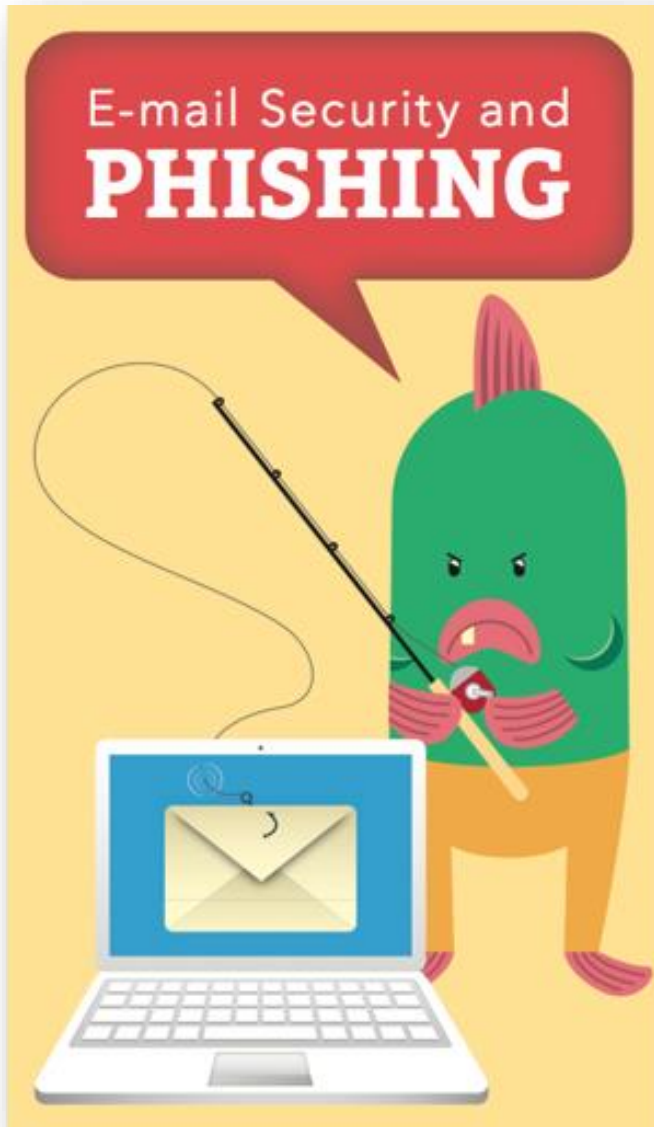
All-in-one chat, meeting, and collaboration platform.

- **Chat & Channels:** Stay connected with classmates and study groups
- **Meetings:** Join online classes, group projects, or office hours
- **Assignments:** Submit work and track deadlines
- **File Sharing:** Collaborate on documents in real time
- **Mobile Access:** Stay productive on the go

Canvas

Website: canvas.uoregon.edu

- View and interact with course materials, view feedback, communicate with your instructor, and interact with other users in your class.
- Assignments, discussions, quizzes and resources are usually posted here, depending on your professor and the course.
- Go to Courses > All Courses > Past Enrollments to access old classes and their materials.



Keep yourself secure!

“Phishing” is when someone tries to trick you into giving away information for malicious purposes.

Ways to report suspicious content:

- Forward emails to phishing@uoregon.edu
- Visit phishtank.uoregon.edu
- Click “Report Phishing” button at the top of your email

If you report something, the security team will get back to you with confirmation.

More security tips!

- Be on the lookout for use of e-mail, social media or website to steal personal or account information
- UO will never ask for any sensitive info
- Don't trust "urgent" emails
- Choose a strong password
- Never click suspicious links
- Physical security: register your device with UOPD!
 - It won't help them find it *faster*, but it will help them contact you if it's recovered: <https://police.uoregon.edu/laptop>

Campus Quarantine

If you don't keep your device secure, you may get quarantined. Some reasons for quarantine are:

- Malware
- P2P file sharing
- DMCA violations

Keep your device secure by:

- Installing an anti-virus program like Avast, AVG, Bitdefender or similar.
 - *The Tech Desk can help with this!*
- Making sure your web browser is secure and up-to-date.





Laptop care tips!

- Computers need breaks too! Restart your device every so often to allow for updates and for the system to reset itself.
- Make sure your operating system and applications are up-to-date.
- **Back up your data!**
 - To the cloud, to an external hard drive, to email...if it's important, have it saved in more than one place!
 - OneDrive is a great option since you get it free as a UO student.

Top 3 Device “Killers”

Heat

- Turn device off when not in use for 15 minutes—especially when commuting!
- Power off or “sleep” laptops before putting in a bag. Listen for the fan to be off!



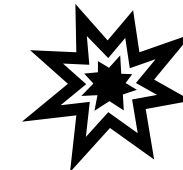
Liquid

- Don’t leave any open beverages near your computer.
- Just one drop can cause catastrophic damage!



Gravity

- While most devices are pretty sturdy, they still don’t like to get dropped.
- One hit in the wrong place can shatter a screen.





Hardware recommendations

- There's not really a “one size fits all” device.
- Your major may have specific requirements or recommendations on devices.
 - Check on the major's website!
 - Sometimes you might need a specific OS, or a certain level of “tech specs” to be able to run specific software.
- Software available at: software.uoregon.edu
- *Suggested:* An extended warranty for your device may help make sure it makes it to graduation with you.



Have more questions?

Visit the Technology Service Desk in EMU 036!

- Next to the Craft Center, by the pool table and computer lab.
- Monday – Friday, 8:00 a.m. – 5:00 p.m.

For remote support hours, visit is.uoregon.edu/tsd

- **Phone:** 541-346-4357
- **Chat:** livehelp.uoregon.edu