

IT ACCESS & FAQ

CONNECTING TO WIFI

There are two networks available all over campus that you will see on your device

- 'University of Washington' is an unencrypted network
- 'eduroam' is an encrypted network and preferred because of this added safety.

Connecting to the 'University of Washington' network for the first time

- On your device, locate the network named 'University of Washington' and select it.
- Your browser should open and prompt you to log in with your NetID. If a browser doesn't open automatically, open one and navigate to any website to be redirected.
- Enter your NetID and password. Future access to the University of Washington will automatically connect and authenticate as long as the device has recently been on the network.

Connecting to the 'eduroam' network for the first time

- This network requires more steps and onboarding through an existing network connection, so you may have to first follow the steps to the left to connect to the 'University of Washington' network.
- Navigate to <https://onboard.wifi.uw.edu> in a browser.
- Click 'Join Now' to begin the software download.
- Steps on installing the software vary by device but are found at this link: <https://hub.washington.edu/eduroam>
- On your device, locate the network and select it.

FREQUENTLY ASKED QUESTIONS

How do I reset my UW NetID password?

- You can do so at <https://identity.uw.edu/account/resetpassword/>

What apps are available to me for free and where do I get them?

- You are eligible for Microsoft software such as Windows 10 education and Office 365 applications, more can be found here: <https://hub.washington.edu/ms>
- Zoom can be downloaded here: <https://washington.zoom.us/download>
- Sophos Antivirus can be found here: <https://hub.washington.edu/sophos>

CONTACT

- help@uw.edu
- 206-221-5000

QUICK LINKS

- Canvas: <https://canvas.uw.edu/>
- Zoom: <https://washington.zoom.us/>
- MyUW: <https://my.uw.edu/>
- UW email if forwarding to UW Office 365: <https://outlook.office.com/uw.edu>
- UW email if forwarding to UW Google Suite: <https://mail.google.com/a/uw.edu>
- Manage your UW computing services and email forwarding: <https://uwnetid.washington.edu/manage/>

