WHERE CAN STUDENTS GET TECHNOLOGY SUPPORT?

The Norse Tech Bar (techbar.nku.edu) is an in-person technology help center located in University Center. Visit us to get help with software, resolve computer problems, get NKU email set up on smartphones, or for any other technology-related assistance. We also offer a computer lab with black/color printing and a free equipment loan program (laptops, tablets, cameras, etc.).

Students may also contact the IT Help Desk. Representatives can assist via phone, chat, email or students can complete a service request online. All of these options are listed on the webpage at it.nku.edu/help.html.

WHEN DO STUDENTS START GETTING EMAIL?

An email account was automatically created when the student was admitted. In addition to email, the account provides access to unlimited cloud storage via Microsoft OneDrive®. Log in at webmail.nku.edu. Students receive all official NKU information via email and should check the account frequently. **We do not recommend students forward their NKU email to another account** (such as Gmail) because we can’t guarantee delivery of forwarded email.

WHAT IS CANVAS?

Canvas is a learning management system that faculty use to organize/share information for their classes: syllabus, assignments, quizzes, discussion boards, announcements, etc. Some courses are even offered totally online via Canvas. Students can access Canvas though any web browser at nku.instructure.com.

WHAT IS myNKU?

myNKU is the system through which students register for classes, pay bills, check grades, maintain personal information and more. Log in at mynku.nku.edu or find help resources at mynkuhelp.nku.edu.

DOES NKU HAVE COMPUTERS FOR STUDENTS TO USE?

We offer several open computer labs across campus for all students to use. They are located in the Norse Tech Bar (UC 252), BC 364, FH 253, FH 266, GH 322, and the first and fourth floor of Steely Library. Many colleges operate additional computer labs with specialized software for students in certain programs. Some residence halls have labs as well.

Students can borrow laptops and tablets for short term use (five-days and renewable once if there isn’t a waiting list) from the Norse Tech Bar. As long as the equipment is returned on time without damage, this service is free.

HOW DO STUDENTS CONNECT TO WIRELESS INTERNET?

We offer wireless internet in every building and in many greenspaces.

When on campus, students should use NKU_PUBLIC Wi-Fi. This network is open which means it doesn’t require authentication to use. It allows students to surf the Internet and connect to NKU web-based pages. Because it is an open network, students may not be able to connect to certain systems that require more security regulations. To fix this, students can instead choose NKU_SECURE Wi-Fi which will ask for their NKU username and password.

THE FOLLOWING STUDENT TECHNOLOGY RESOURCES ARE EXPLAINED IN GREATER DETAIL ON OUR WEBSITE AT it.nku.edu/students.html
WHAT DO I NEED TO KNOW ABOUT TECHNOLOGY AS A STUDENT WHO RESIDES IN A RESIDENCE HALL?

INTERNET

When in the residence halls, students will connect to NKU-VILLAGE Wi-Fi. Students will be required to log in to the network the first time they use it with an NKU username and password to register their device on our network (this is a safety precaution to protect our network).

Wired Internet ports are turned off by default to conserve resources. However, students can contact the IT Help Desk to request that the port in their room be turned on at no charge. Please include the name of the residence hall, room number and the number labeled on the wall jack (or access point) in your request.

CONNECTING DEVICES TO OUR NETWORK

Students living in residence halls may bring printers, however, wireless printing is NOT permitted so be sure to pack the cord. Wireless routers, switches or any devices that provide you additional network ports or extends the NKU network is prohibited.

Students may bring compatible smart devices (Xbox®, PlayStation®, Roku®, etc.) to the residence halls. Many smart devices will not register automatically on our network and will not work until the student contacts the IT Help Desk to provide additional information (MAC address, room number, etc.) so we can register the device manually. While a student can visit the Norse Tech Bar to request this, we recommend they call or chat with the IT Help Desk instead from their room so we can gather all the information at once. For a list of which devices are compatible and instructions on how to manually register a device, view the FAQs on our webpage at it.nku.edu/help.html before you call.

ADDITIONAL INFORMATION FOR TECHNOLOGY IN RESIDENCE HALLS

University Suites 227 and Callahan Hall 108 have computer labs and printers.

Telephone jacks are turned off by default to conserve resources. However, students may bring a phone and request that the IT Help Desk turn the telephone jack on at no charge. Please include the name of the residence hall, room number and the number labeled on the phone jack on the wall in your request.
HOW DO STUDENTS PRINT?
Printers are located in all open computer labs, many college computer labs as well as the library and in select residence halls. Each semester, students are granted a $12 credit for printing. Once they exceed the allowance, students must add money to their All Card (NKU ID Card) to continue printing.
Black printing costs .08 cents per page. Color printing costs .50 to .75 cents per page depending on the printer. Students can use the NKU Pay-for-Print site to print to any networked printer on campus from any device connected to NKU’s Wi-Fi.
Learn more at the Pay-for-Print help site.

WHERE CAN STUDENTS BUY COMPUTERS, SUPPLIES OR SOFTWARE?
We have negotiated discounts on certain computer models through Dell® and Apple® websites. Learn more at it.nku.edu/students.html. Note that the specifications listed on our website are the minimum required for all of campus, however, the program in which the student is enrolled may have additional requirements. Check the college’s website for guidance.
Also, for students requiring external storage solutions, we offer discounts through Western Digital®, All actively enrolled students can download Microsoft Office® software free of charge.
Before you buy any software or hardware, ask the vendor if they offer discounts for students. They may ask to see a student All Card (NKU ID) for verification.

MAY A PARENT REQUEST A STUDENT’S PASSWORD?
No. NKU will not disclose student passwords to any third party, including parents.

WHAT GUIDELINES FOR TECHNOLOGY USAGE DO STUDENTS NEED TO FOLLOW?
ACCEPTABLE USE POLICY
Every member of the NKU community has an obligation to exercise safe, responsible and ethical behavior when using the University’s computers, information, networks or resources, and must abide by University policies, local, state and federal laws. Students are expected to read and follow our Acceptable Use Policy.
COPYRIGHT, PLAGIARISM, PEER-TO-PEER WARNING
Additionally, NKU strictly prohibits any form of copyright infringement, including illegal media downloads, plagiarism, bootlegging, or any other illegal use of materials. Illegal downloads are often detected and reported by the movie and recording industries, and the Dean of Students and Legal Affairs are notified so these incidents can be managed appropriately, including disciplinary and/or legal actions.
Both these policies, and others, are located on our website at it.nku.edu/aboutus/policies.html.

IF YOU NEED TECHNICAL ASSISTANCE
Contact our IT Help Desk at 859-572-6911 or visit our website at it.nku.edu/help.html