The Office of Information Technology staff wish you a safe and joyful holiday season and a wonderful New Year!

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**IT Town Hall Meetings**

Please join the IT Team for one of the following Town Hall meetings:

**Tuesday, January 5th at 10:00 am**

IT is inviting you to join a scheduled Zoom meeting.  
[https://nku.zoom.us/j/94651467552?pwd=L3JvYXdLSjZYcFNVdGdqUGExOVJrZz09](https://nku.zoom.us/j/94651467552?pwd=L3JvYXdLSjZYcFNVdGdqUGExOVJrZz09) 

or
**Wednesday, January 6th at 2:00 pm**
IT is inviting you to join a scheduled Zoom meeting.  
https://nku.zoom.us/j/95802466091?pwd=b3J3Skc5MHVra0JTUTdHWW5WZhk5DUT09

This is the perfect opportunity to get answers to those technology questions you’ve been wondering about. This may include teaching remotely, Canvas questions, classroom use, or any technology queries. These Town Hall meetings are specifically designed to help with faculty and staff questions.

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**Phone Maintenance**

The Office of Information Technology will be performing phone maintenance the week of December 14th. This should not affect phone usage. If you experience any office phone issues, please contact the IT Help Desk.

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**Teaching Support for first week of the semester**

If you are teaching in a classroom and need immediate, urgent technical support call the IT Help Desk at 859-572-6911 and press option 1 to be immediately transferred to our Smart Classroom Dispatch Center.

A technician will respond promptly and dispatch a Client Support Specialist to assist in your classroom.

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**Norse Tech Bar Equipment & Hours**

The Norse Tech Bar has adjusted hours of 8:30 am to 4:30 pm until December 18th as well as the week of January 4, 2021.

The Tech Bar will be closed with the University December 19th until January 4th.

If you need to borrow technology to use off campus, please contact the Norse Tech Bar before it closes December 18th for the holiday break.
Laptop computers, headphones, microphones, web cameras, and internet hotspots are available to borrow. This equipment will help create a reliable teaching, working, and learning environment.

Note: All equipment borrowed by faculty and staff is due to be returned by May 14, 2021. If you have students borrowing equipment during the spring semester, it is also scheduled to be returned by May 14, 2021.

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**IT Help Desk Holiday Schedule**

The [IT Help Desk](#) remains open their standard hours through December 18th.

- Monday - Friday: 7 am – 10 pm
- Saturday: 8:30 am – 5 pm
- Sunday: 12 pm – 8 pm

Holiday break hours:

- Open Daily – Noon to 4pm
- Closed – December 24, 25, 31, and January 1

During the hours the Help Desk is closed, the emergency phone is available. You can call 859-572-6911, leave a brief message with your name, username, phone number and problem description. An on-call technician will return your call.

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**Power Outage affecting Remote Desktop & Virtual Desktop Computers**

Monday, December 14th, and continuing through the winter break, Fine Arts, Landrum, and Nunn Hall will have their power turned off. During this time, you will **not** be able to remote desktop into your office computer in these buildings. This will also **prevent access to virtual desktop computers** in the following labs:

- FA 224
- FA 305
- LA 408
- LA 524

The list of [software titles in those labs](#) can be found on the NKU website.

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**Password Change – to Sync your Devices**
To ensure all of your devices sync when changing your password, follow these directions:

1. **First Connect to VPN** *(Important! Do not skip this step!)*
2. Change your password in either of 2 ways
   a. Press Control, Alt, Delete > Change Password
   OR
   b. Go to the [Password Change Page](#) > click on the center box to change your NKU Password
3. **Stay connected to VPN** for a minimum of one hour to ensure your devices have time to sync.

Contact the [IT Help Desk](#) if you need assistance.

### VPN Access for Updates

Many job functions do not require VPN access; however, it is important to connect your NKU-provided computer to the VPN occasionally. The computer communicates with NKU security and management systems to keep it healthy, safe, and operating without issue.

You should **connect to the VPN a minimum of twice a month**; this can be done at any time. Your computer will perform any necessary updates in the background.

You may be notified that security patches have been installed, this may require a reboot of the computer, which is normal and expected behavior. Regular VPN connection will help ensure your PC receives security patches in a timely manner, addresses new virus and malware threats, and also keeps your computer "active" in NKU management systems.

[Instructions for connecting to the VPN](#) are found on the IT website.

### Social Security Number on W-2s

For security purposes, Social Security Numbers on NKU issued W-2s will be truncated to the last four digits only. The letter X will replace the first 5 digits e.g.: XXX-XX-1234.
Malwarebytes

We tend to click “Accept” on the license agreements during installations of free, downloadable software. The software we use at home may be licensed as “free for personal use”, unfortunately, this does not mean you can use the same software on NKU computers, even though you may be the exclusive user of that particular computer.

If you are using any version of Malwarebytes security software for PC, Mac, or web browsers on NKU owned computers you must [uninstall it immediately](#) as it violates University policy and Malwarebytes’ licensing terms. Educational institutions are required to purchase corporate licensing. It is important to note that purchasing a personal license for an NKU owned computer is [not allowed](#) per the terms of the Malwarebytes License Agreement.

NKU IT is actively monitoring for Malwarebytes software usage and will contact those users to remove any Malwarebytes software.

NOTE: This requirement does not apply to any personally owned devices, only to NKU owned computers. If NKU bought the computer, it may not run Malwarebytes software.

If you do not know how to perform the uninstall task or have questions about the software, please contact the [NKU IT Help Desk](#).

WebEx

NKU has standardized its collaboration platforms with both Zoom and Microsoft Teams. With this in mind, the WebEx application will be [unavailable](#) effective January 31st, 2021. Please login and download any saved videos within the WebEx site prior to that date. Additionally, WebEx meetings and training sessions cannot be scheduled after January 31st, 2021.

Mobile App

Join over 1000 NKU colleagues who are using the faculty/staff profile on the mobile app!
From the mobile app, you can complete the Healthy@NKU app, review the COVID-19 site, check your benefits, see your paystubs, go to myNKU, get IT Support, and more!

Choose the appropriate App Store link below:
- Apple App Store
- Google Play Store

Check our IT website for the latest system alerts and news.
Follow updates on Twitter @NKUCIO