**Maintenance Upgrade**
Friday, December 4\textsuperscript{th} at 8:00 pm through Saturday, December 5\textsuperscript{th} at 6:00 am, the SAP and Sigma systems will be updated. All aspects of these systems will be unavailable during this time.

**Norse Tech Bar Equipment & Hours**
The Norse Tech Bar has adjusted hours of 8:30 am to 4:30 pm for the remainder of the fall semester due to the continuation of remote operations and learning.

If you will need to borrow technology to use off campus, please contact the Norse Tech Bar.

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 15, 2021. (If you have students borrowing equipment, it is scheduled to be returned by December 11, 2020. Students are able to extend their loan, or borrow equipment again for the spring semester.)

The IT Help Desk remains open their standard hours
- Monday - Friday: 7 am – 10 pm
- Saturday: 8:30 am – 5 pm
- Sunday: 12 pm – 8 pm
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](#)

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**Power Outage will affect Virtual Desktop Computers**

December 14th, during the winter break, Fine Arts, Landrum, and Nunn Hall will have their power turned off. This will impact the availability of virtual desktop computers in the following labs:
- FA 224
- FA 305
- LA 408
- LA 524

Virtual desktop computers will not be available during this time. The list of software titles in those labs can be found on the NKU website.

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**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.

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**Zoom Video Retention**

Beginning February 1, 2021, NKU will enforce a 6-month retention period for Zoom cloud recordings. This means that Zoom cloud recordings created prior to August 1st, 2020 will be purged from Zoom on February 1st, 2021. If you want to save any Zoom
recordings created and saved before August 1\textsuperscript{st}, 2020, please move them off of Zoom, before the February 1\textsuperscript{st}, cancellation date. Please contact the IT Helpdesk for assistance.

As a reminder, all Zoom cloud recordings after August 1\textsuperscript{st}, 2020 on are automatically saved to Kaltura for long term storage. Please contact CITE for further assistance in accessing this content.

\textbf{Kaltura Update Reaction}

When attempting to 'record' in Kaltura, if it just 'spins' for a while, then goes back to the normal recording bar without recording, it means that Kaltura Capture is updating in the background. When it finishes updating, a pop-up will appear stating that the update is complete.

Hit record again, and it will now record successfully.

\textbf{Google Workspace approved for NKU use}

You may now use your NKU credentials to use aspects of Google Workspace (formerly G-Suite). Supported products include Chat, Meet, Drive, Docs, Slides, Sheets, and Forms. Office 365 is still the NKU standard enterprise solution product for productivity and collaboration.

Gmail is NOT permitted due to security concerns. Microsoft Office 365 is a secure solution for NKU. Additionally, please remember that critical business documents, sensitive data and personally identifiable information (PII) should not be stored in Google Drive. For this information continue to use Office 365, One Drive or network drives.

For additional information \url{NKU IT has a website} available with training videos.

NOTE: for faculty, staff and students, Microsoft Office 365 remains the NKU standard for email, and business critical/sensitive information; it should \textbf{NOT} be stored in G-Suite. Contact the \url{IT Help Desk} for assistance.

\textbf{Tis the Season: For Scammers!}

As the fall semester ends and we ramp up for holiday season – be aware that scams increase substantially during this period, especially ones for fake charity donations, gift
card purchases, and cybersecurity/computer problems. Here are some important tips to keep in mind:

1. NKU accounts impersonation: If you receive an email, check the sender’s full email address. Scammers often use public email systems and place NKU names or organizations in them to make them look legitimate. Bogus examples include: nkuadmissions@gmail.com, nkuprovost@yahoo.com, or victorviking@mail.com. These are FAKE. Do not respond to them. Report them to abuse@nku.edu.

2. NKU accounts may be stolen: If you receive an email from a legitimate @nku.edu email address, but the content or context is suspicious, report it to abuse@nku.edu or contact the sender via telephone to see if this is a legitimate email. Sometimes attackers hack into NKU accounts, and send phishing emails from them. This is a popular scheme for the gift card scam. If the request doesn’t make sense report it.

3. If you find that you accidentally clicked a link or visited a website that tells you your computer is infected with a virus or malware – REMAIN CALM. Scammers use scare tactics to try to coerce your actions. NEVER call the telephone number on the websites to fix these fake issues. If you call, they often pose as Microsoft employees. NEVER give anyone other than an NKU IT technician or helpdesk agent access to your computer. Scammers use remote access software like Join.me, GoToAssist, and LogMeIn to get you to give them access to your PC. If you encounter this type of issue, please call the IT Help Desk at 859-572-6911 immediately so a technician can assist you.

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