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March 2026



## **New Password Length Requirements Starting Fall 2026**

As part of an ongoing efforts to strengthen user account security and to protect university systems and data, NKU IT will update the NKU account minimum required password length from 8 characters to 12 characters starting Fall 2026.

More details about this change and the precise timing of when it will occur will be released in the coming months, but this change will not occur any earlier than September.

[More password information](#) can be found in the Knowledge Base.

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## **Expanded Multi-Factor Authentication Coming Fall 2026**

All current faculty, staff, and students use 2-factor authentication to protect NKU identities from account takeover attacks.

During the Fall 2026 semester, NKU IT will add 2-factor authentication requirements to retiree and similar non-faculty, non-staff, and non-student accounts.

Additional details, including timing and setup instructions, will be shared directly with impacted users.

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## **Workday Training Coming in May & June**

As we prepare for our transition to Workday, formal training opportunities will be available in May and June to prepare faculty and staff to use Workday at go-live.

In the meantime, we encourage everyone to review the available [First Look videos](#) and [FAQs](#). These resources provide helpful previews of key processes and answers to common questions, allowing you to become familiar with the system ahead of training.

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Taking a few minutes now to explore these materials will make your formal training sessions even more valuable. Additional details about training schedules and registration will be shared soon.

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### **Student Technology Survey**

A panel of students will receive an email invitation on March 16 to participate in the Information Technology Advisory Committee's (ITAC) annual survey regarding technology use at NKU. Their feedback is invaluable in helping IT enhance the technological resources and support available to students.

We encourage you to remind your students to complete the survey before the April 3 deadline, as their input will directly contribute to improving the learning experience at NKU.

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### **Summer Software Request Deadline – March 15**

The deadline to submit software requests for the **summer semester** is **Sunday, March 15**. Please plan ahead and submit your request to IT. You may also submit **fall semester requests** before leaving for the summer.

#### **Submit a request if:**

- You need software installed in **departmental labs, smart classrooms, or IT computer labs**.
- You want to ensure specific software remains available for **summer courses**.
- You are using **new software**—proof of licensing and installation media are required.

**Late Requests:** Due to the complexity of managing multiple applications, late submissions may result in software not being available at the start of the semester.

If you're unsure whether a request is needed, the [IT Help Desk](#) can assist.

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## Webex Calling “Extended Away” Voicemail Setting

We’ve recently had a few instances where faculty and staff enabled the **Extended Away** greeting in Webex Calling voicemail. While this option allows you to record a custom message, it also **disables the ability for callers to leave a voicemail**.

In certain situations—such as family or medical leave, sabbaticals, separation from the university—this feature may be appropriate. However, Webex Calling does not clearly indicate that selecting this greeting turns off your voicemail box.

Before enabling the Extended Away greeting, please consider whether you still want callers to be able to leave messages.

You can review voicemail greeting types and detailed instructions in our [Service Desk knowledge base article](#).

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## Update your Technical Devices and Browsers

Updating technical devices (e.g. phones, tablets, computers) and web browsers is crucial. Updates frequently contain patches for security vulnerabilities, protecting users from potential cyber threats such as malware, phishing attacks, and data breaches. By staying up-to-date, users can minimize their exposure to security risks and keep their personal information safe. Additionally, updates often introduce new features, performance improvements, and bug fixes, enhancing the overall functionality and user experience.

These enhancements can boost productivity, streamline tasks, and enable compatibility with the latest software and web standards. Updating browsers ensures optimal performance when accessing websites and web applications, as it allows for better rendering, faster loading times, and improved compatibility with modern web technologies. Keeping devices and browsers updated is essential for maintaining security, performance, and compatibility.

Visit the [Norse Tech Bar](#) or contact the [IT Help Desk](#) if you need assistance.

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## DUO App

If you have a smartphone, we encourage you to download the **DUO Mobile app** for a smoother and more secure login experience. With the app, you can simply tap

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“Accept” instead of manually entering a text message code—saving you time and reducing costs for the university.

Need help setting it up? Contact the [IT Help Desk](#) or visit the **Norse Tech Bar** (UC building, plaza level), where our team will be happy to assist you!

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## One Drive for Students

Student One-Drive accounts are limited to 100GB. Students are encouraged to delete old/unnecessary data to free space.

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### Reminder: Store Documents in OneDrive!

To keep your files secure and easily accessible, please **store all work documents in OneDrive**—NKU’s approved cloud storage solution. Avoid using Dropbox, Google Drive, iCloud, Amazon, or other third-party storage services, as they do not meet our security and compliance standards.

Using OneDrive ensures your files are backed up, protected, and easily used to collaborate with colleagues. Need help? See the [IT support page](#) or contact the [IT Help Desk](#).

Thank you for keeping our data safe!

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### Spring Break Technology Support Hours

The [Norse Tech Bar](#) is open regular hours during spring break:

- Monday – Friday: 9:00 am – 4:30 pm

The [IT Help Desk](#) is also open regular hours during spring break:

- Monday - Friday: 7:00 am – 10:00 pm

If you have any questions or need assistance, contact the [IT Help Desk](#).

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<https://it.nku.edu/>

Check our website for the latest system alerts and news.

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