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April 2022



NKU Mobile App

There is a new tile on the [NKU mobile app](#) to allow quick contact with NKU's campus police.

New features include:

- Geolocation – the app will prompt a user to share their geolocation if the feature is not enabled on the user's phone.
- Text Chat with the police is now available with the ability to attach a picture.
- Message application is included with this tile to allow the police to view the all-card photo and name of the person contacting them.



Sending and Receiving Encrypted Email

Email is not a secure method to share sensitive data or personally identifiable information. Email messages can be compromised if they are intercepted in transit. Encrypting email is quick and easy with Outlook. Please see NKU IT's easy-to-follow [email encryption instructions](#) for how to send and how to open encrypted email messages.

Remember, during tax season scammers are especially active trying to gather information that frequently leads to identity theft. Encrypt your information for an additional level of security.

Cell Phones: Patch Early, Patch Often!

Security updates may be available. Even though you may have automatic updating, that does not mean you automatically get the update right away.

Vendors understandably extend the delivery of updates to prevent every device in the world from trying to update at the same time, which would slow the process. So even if you have automatic updating turned on, check for yourself to jump to the head of the queue if there are updates you haven't received.

To check your update status and get the updates right away:

- On your iPhone or iPad: *Settings > General > Software Update*
 - On your Android device: *Settings > Security > Security Update*
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IT Maintenance Reminder

Saturday, early mornings from midnight to 6:00 am are the NKU IT maintenance windows. IT does not publicize outages during these maintenance times, however, we want to remind campus that services may be unavailable during these weekly timeframes while upgrades and changes are made to services.

New search launching Thursday, April 14

A new keyword search is coming to the NKU website! Powered by [Squiz Funnelback](#), the intelligent site search offers many new features to improve the user experience including enhanced sorting, faceted filtering, and curated results. Watch the intro video to learn more.

[Test drive the search program](#) and [report issues to the web team](#).

NorseAlert Changes Coming Soon

NorseAlert is the key notification system used during emergencies or closings. All NKU students, staff, and faculty members are already automatically enrolled in Norse Alert with email.

Please be aware that we are testing adding mobile numbers to alerts, using cell phone numbers populated in myNKU. This will be used for text message-based alerting and will focus on faculty, staff, and students; not on guests that created their own, separate entries in NorseAlert.

When this change goes live, we are only adding mobile number to currently empty cell phone fields in NorseAlert. No changes will be made to existing mobile numbers already populated in NorseAlert. And you will retain the capability to change your alert profile to suit your own, personal needs. This effort is to keep everyone safe and informed during times of emergency.

You may check out your NorseAlert profile by logging into myNKU and clicking the NorseAlert tile. More information will be released about this throughout April - stay tuned.

Supply Chain Challenges

Industry-wide, there are difficulties acquiring semiconductor chips. This is affecting NKU's ability to purchase technology for classrooms. Labs, faculty, and staff. We are noticing delays in shipping on many technology-related items and are working with our vendors on lead times. Currently, we do not have a timeline for resolution.

Reminder: Supply chain issues may prevent delivery by June 30, preventing the use of end-of-year funds.

For help with any technology-related purchase, please submit a [service request](#).

Multifactor Authentication (MFA)

IT is offering multifactor authentication (MFA) using Duo Mobile for faculty and staff. Additional information is available through [IT's video about using DUO for MFA](#).

- *MFA* adds an additional layer of security to your NKU digital identity.
- Due to the enhanced security MFA provides to the digital identity, accounts that have MFA applied will be required to change passwords at annual (365 day) intervals. Accounts without MFA will continue to be required to change passwords every 90 days.

Visit the IT Knowledge Base article for more information about [Duo Multi-Factor Authentication](#).

- [Duo Mobile for iOS](#)
 - [Duo Mobile for android](#)
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Tax Phishing Scam

If you receive an email or text message claiming to be from the IRS (Internal Revenue Service), do **not** reply and do **not** open any attachments or links. Typical requests ask people to click a link and submit a form to claim their refund.

If you receive a text message, forward the text and phone number where the text came from to the IRS at 202.552.1226 and then delete the message.

This scam tries to get your personal information, which puts you at risk for tax identity crimes. The IRS does not initiate contact with taxpayers by email, text message, or social media to request personal or financial information.

Taxpayers, who believe they have a pending refund can easily check its status at [Where's My Refund?](#) on <http://IRS.gov>.

If you receive this scam email, you can report it to the IRS. For security reasons, save the email using "save as" and then send that attachment or forward the email as an attachment to phishing@irs.gov.

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

Check our website for the latest system alerts and news.

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