



Welcome!

Welcome to NKU Office of Information Technology's first Newsletter of the academic year. We are excited to share our monthly news with you! This important information will help you navigate the exciting and evolving world of technology.

Please access the [NKU IT website](#) for technology related information. If you need technical support, don't hesitate to contact the [IT Help Desk](#) or the [Norse Tech Bar](#) for assistance.

Healthy@NKU

Everyone coming to NKU's campus must complete the Healthy@NKU app each day before arriving on campus. There are three ways to access the app:

- Faculty, staff, and students can download the [NKU Mobile App](#)
 - Faculty, staff, and students can access the app using self-service in [myNKU](#)
 - Everyone coming to campus can access the app at <http://healthy.nku.edu>
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Classroom Support for first week of the semester

If you are teaching in a classroom and need immediate, urgent technical support **call the NKU IT Help Desk at 859-572-6911 and press option 1** to be immediately transferred to our Smart Classroom Dispatch Center. They will respond promptly and dispatch a Client Support Specialist to assist in your classroom.

Online Study Room Reservations

Are your students on campus but taking a class online? Students can reserve a seat in one of [NKUs Online Study Rooms](#) for a socially distanced space to study and to participate remotely.

For example, if a student has a 9:00 am in-person class, and a 10:00 am virtual/zoom class, then an 11:00 am in-person class, they could reserve space in an online study room for the 10:00 am class.

Rooms available for reservations include:


Room	Capacity
FH 250	4
FH 252	4
FH 350	4
FH 352	4
FH 379	4
FH 381	4
HC 208	14
HC 243	7
GH 135	20
GH 335	9
LA 105	11
LA 107	11
LA 316	8
LA 411	16
LA 413	16
LA 524	15
LA 526	8
MP 204	12
MP 333	12
MP 344	19
SC 301	15
SC 406	14


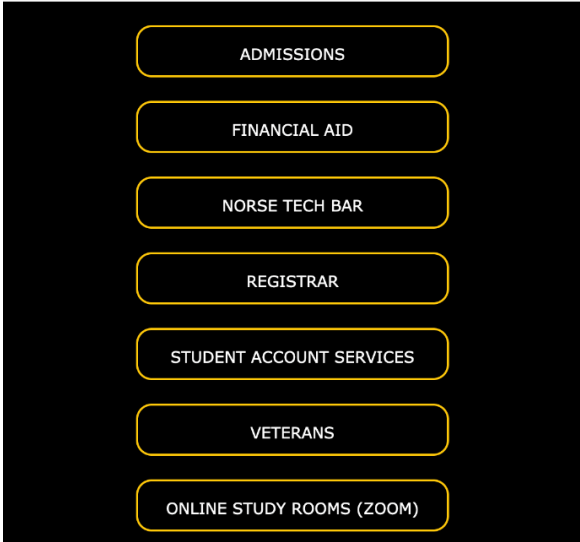
To reserve a room:

1. Click the **Location** drop down box and select a building
2. Click the **Go to Date** arrows to reserve a day other than the date shown (today)
3. Click **Next Available** to see availability of times for the rooms/seats.
4. Click **the Room/Seat that you want to reserve**
5. Green boxes are times available in the rooms, red boxes are not available.
6. Click a green box that corresponds to the room and seat you prefer. NOTE: this defaults to a one hour window. If you need more or less time, you may change the time in the drop down box at the bottom of the view. You may also delete (via the small trash can next to the drop down) this reservation if you change your mind.
7. Click **Submit Times**
8. Click **Continue** after reading the NKU policy for Online Study Rooms.
9. Fill the form with your name and NKU email address to finalize your reservation.
10. Click **Submit my Booking**

Mobile App -- Scheduling Appointments and Reserving Rooms

The NKU Mobile app now includes functionality to schedule appointments with various departments and reserve an "Online Study Room (Zoom)".

Book an Appointment with a Department	Reserve an Online Study Room (Zoom)
<p>To help maintain safe, socially distant service, the following departments request that you make an appointment with them:</p> <ul style="list-style-type: none">• Admissions• Financial Aid• Norse Tech Bar• Registrar• Student Account Services• Veterans <p>To access this via the NKU Mobile app, select the "Book an Appointment" Tile:</p>	<p>To access this via the NKU Mobile app, select the "Reserve an Online Study Room (Zoom)" Tile:</p> <div data-bbox="967 1314 1256 1602" data-label="Image"></div> <p>Immediately open up the Online Study Room (Zoom) reservation system.</p> <p>You will be able to select:</p> <ul style="list-style-type: none">• Location (building)• Actual room and seat in the room

 <p>Then select the department you'd like to make an appointment with or study room you'd like to reserve:</p> <p>Book an appointment with... ×</p> 	<ul style="list-style-type: none">• Time you desire to reserve the seat
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To get the NKU faculty/staff profile on the mobile app choose the appropriate App Store link below:

- [Apple App Store](#)
- [Google Play Store](#)

Cleaning Guidelines for Technology on Campus

- Maintain proper hygiene
 - Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, or sneezing. Avoid touching your eyes, nose, and mouth with unwashed hands. If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.

- If you choose to use cleaning supplies provided by NKU on the classroom technology equipment, spray the cleaner on a cloth and wipe the equipment. DO NOT spray cleaner directly on the computer, keyboard, monitor, TV, or classroom touch panel.
- If you choose to bring your own cleaner/wipes to clean technology equipment, please do not spray any cleaner or use any soaking wet cloth/wipes which could damage the technology. For disinfection strategies you may follow these [directions provided by Dell](#).

[Apple's recommendation to disinfect](#) a computer monitor, keyboard, and mouse is to squeeze excess liquid out of a disinfectant wipe, then carefully wipe the computer monitor, keyboard, and mouse of a computer that is turned off and disconnected from electricity.

Remember **NOT to spray** disinfectant on your technology equipment.

Technology Support Hours

The [IT Help Desk](#) is open for phone (859-572-6911) and [chat](#) support during the following hours:

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

Please remember these tips:

- [Email](#) and online [service requests](#) may be submitted at any time and a support specialist will respond during open hours
- If you are having trouble with software for class or the computer you have on campus, the [Norse Tech Bar](#) is available for walk-in assistance in the University Center on the plaza level.
- Norse Tech Bar experts are available to answer questions and troubleshoot computer, tablet, and smartphone problems.
- Printers and lab computers with Microsoft Office and specialized software are also available.
- Equipment loans are available for Dell laptops, MacBook Airs, iPads, and internet hot spots.

Norse Tech Bar's hours of service beginning August 17th, are:

- Monday - Thursday: 8:00 am – 6:30 pm
 - Friday: 8am – 4:30pm
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Procurement Reminder

When saving carts on vendor websites, you need to follow up with a purchase requisition (PR) for the 'saved cart' to be ordered. The order will **not** be placed by simply saving the cart.

Zoom/Kaltura Integration

Good news! Any video recorded in Zoom will automatically be transferred to Kaltura. This will save both time and effort when posting lectures to Canvas. Keep in mind that all Zoom recordings will be uploaded to Kaltura automatically. Documentation has been created to help you [share your Zoom recordings](#) in your Canvas course.

Teaching With the Technology in a Hybrid Classroom

NKU IT has added and changed some days/times for the classroom training options below. These virtual events will demonstrate classroom best practices, using new classroom equipment, and using Zoom capabilities in the classroom.

The trainings will be recorded and can be shared later if you are unable to attend. Sessions will include 30 minutes of training and 30 minutes for Q&A.

[Sign up](#) to attend the virtual training in buildings you will be teaching:

- BC – [Recording of Tuesday 8/11 11:00 am session](#)
- FA – Technical difficulty; no recording – please review other building session or request a [technology support appointment](#) for questions specific to FA equipment
- FH/HE – [Recording of Wednesday 8/5 11:00 am session](#)
- **GH - Thursday 8/13 at 3:30 pm**
- LA – [Recording of Friday 8/7 1:00 pm session](#)
- MP – [Recording of Monday 8/10 10:00 am session](#)

- NH – [Recording of Wednesday 8/12 2:00 pm session](#)
 - SC – [Recording of Thursday 8/6 11:00 am session](#)
 - **SU/UC - Thursday 8/13 at 1:00 pm**
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Schedule a Technology Support Appointment

You may schedule a 30 minute one-on-one support appointment with your building Client Support Specialist.

Meetings with IT technicians are scheduled virtually via *Zoom* appointments. However if you prefer a face to face meeting, please indicate that in the “what topic do you want to discuss” section. Please note, due to limitations of the software, you will still receive a Zoom invitation, even though the client Support Specialist will meet you for a socially distanced face to face meeting.

To [schedule your support appointment](#),

- Select your building, or General IT Help
- Select your preferred day
- Select your preferred time
- Click *Confirm*
- Complete your name, email, and topic you would like to discuss
- Click *Schedule Event*
- You will receive an email confirmation and a calendar invitation with the Zoom link to connect.

You will receive two meeting reminder emails; 24 hours and 2 hours before the meeting.

Battling Cyber Attacks and Ransomware

Scammers and phishers are out to steal your identity and your data, so we caution you to be aware of emails, attachments, and phone calls. These are not the only ways attackers access your system and data. Attackers scan for technical flaws in computers to attempt to gain unauthorized access and mimic your identity or online activities.

Successful attacks are usually due to software or operating systems missing security patches or updates. NKU manages desktop and laptop computers to schedule security patching for the operating system and select applications like Microsoft Office.

Take a moment to review software and your personal computers to see if patches or updates are available. If auto-updating is available, it is a good practice to adopt. A few minutes of updating can save a lot of time, effort, and money fixing the damage of these attacks.

Help Desk Extended Hours

The [IT Help Desk](#) will be open extended hours the weekend before classes begin. Hours will be:

Saturday, August 15 - 8:30 AM – 8:00 PM
Sunday, August 16 - 12:30 PM – midnight

Our regular hours remain:

Monday - Friday: 7:00 AM – 10:00 PM
Saturday: 8:30 AM – 5:00 PM
Sunday: 12:30 PM – midnight

Technology Reminder

Per the Safe Colleges re-entry training, if you are working on campus, remember to take your laptop and work materials home with you each day.

Borrow a Laptop / Headset / Microphone / Hotspot / Web Cam

Contact the [IT Help Desk](#) or email NorseIT@nku.edu to request equipment for teaching or working remotely. Laptop computers, headphones, microphones, web cameras, and internet hotspots are available to borrow. This equipment will help to create a reliable working and teaching environment.

IT also has equipment to loan to students who are taking classes and need technology. Advise your students to contact the [IT Help Desk](#) or email NorseIT@nku.edu to request equipment.

Check our [IT website](#) for the latest system alerts and news.
Follow updates on Twitter [@NKUCIO](#)

