

View the [PDF version of this newsletter](#)

August 2022



## Welcome!

Welcome to the NKU Office of Information Technology's first Newsletter of the '22 – '23 academic year. We are excited to share our monthly newsletter with you! This important information will help you navigate the exciting and evolving world of technology.

Please access the [NKU IT website](#) for information anytime, or you can contact the [IT Help Desk](#) for assistance.

---


## Technology Support Hours

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

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

[Email](#) and online [service requests](#) may be submitted at any time and a support specialist will respond during open hours.



To chat with a Help Desk Technician, click the speech bubble symbol  in the lower right corner of the [IT Help Desk webpage](#).

The [Norse Tech Bar](#) provides walk-in assistance in the University Center on the plaza level. Technology experts are available to answer questions and troubleshoot computer, tablet, and smartphone problems. Printers and lab computers with Microsoft Office and specialized software are ready for use. Equipment loans are obtainable for Dell laptops, MacBook Airs, and iPads. Hours of service are:

- Monday - Thursday: 8:00 am – 6:00 pm
  - Friday: 8:00 am – 4:30 pm
  - Closed Saturday and Sunday
-

1<sup>st</sup> week of the fall semester (8/22-8/26)

- Walk-up tech support only

2<sup>nd</sup> week of the fall semester (starting 8/29) and ongoing

- Walk-up tech support
  - Equipment loans available (iPad, iPad mini, MacBook Pro, MacBook Air, Dell Latitude)
- 

## **Start of Semester Support**

During the first two days of the semester, IT staff will be located in key areas of campus to help with smart classroom support and other technical questions. Support staff will be centrally located in academic buildings, but will be able to move around to assist faculty. As always, faculty can call the Help Desk at 859-572-6911 for assistance. We hope this in-person service will smooth early issues by providing an immediate response to technical problems.

Locations include:

BC 1<sup>st</sup> floor entrance nearest

FA 3<sup>rd</sup> floor near plaza entrance (near Art Office)

GH 2<sup>nd</sup> floor in the Informatics Commons

HE 2<sup>nd</sup> floor in grand forum near room 221

LA 4<sup>th</sup> floor near elevators

MP 3<sup>rd</sup> floor near elevators in the center of the building

SC 3<sup>rd</sup> floor opposite elevators

---

## **SAP GUI Upgrade**

There is a new version of SAP GUI (770) available in the Software Center Self-Service Portal.

These directions will show you how to access the Software Center Self Service Portal:

[Windows Computer directions](#) for updating:

<https://servicedesk.nku.edu/TDClient/2436/Portal/KB/ArticleDet?ID=126486#windows>

[Apple Computer directions](#) for updating:

<https://servicedesk.nku.edu/TDClient/2436/Portal/KB/ArticleDet?ID=126486#mac>

Once you access the Software Center Self-Service Portal, you will see a list of applications available for download. Click “SAPGUI 770 Silent install” and then click the “install” button. The download and installation will start automatically.

---

---

---

## Open Labs

The following computer labs are operated by IT, open to all students, and available during each building's open hours. All labs have printing available.

Location	Computers
BC 364	Windows
FH 253	Windows
GH 322	Mac
SC 3rd & 4th Floor	Windows
SL 1st Floor	Windows and Mac
SL 4th Floor	Windows
UC 252 ( <a href="#">Norse Tech Bar</a> )	Windows and Mac

---

## NKU's Wireless Networks

NORSE\_NET and NORSE\_GUEST are NKU's wireless options. If you require access to internal network resources (J: K: drives, etc.) connect to NORSE\_NET by logging in with your NKU username and password. NORSE\_NET and NORSE\_GUEST can be used by both NKU computers and personally owned devices. If you have further questions or require assistance, please contact the NKU [IT Help Desk](#), or [submit a service request](#).

---

## Chatbots

NKU IT continues to roll out additional chatbots across campus. In addition to IT's chatbot, the following departments are also utilizing the support of the chatbot to provide 24 x 7 customer support to provide a personalized customer experience.

- Office of Financial Assistance
- Student Account Services
- Office of the Registrar
- Admissions
- UCAP (University Connect & Persist)
- ALPS (Adult Learner Programs & Services)
- Student Affairs

The First Year Experience bot will launch soon to provide service to all first-year students and support the efforts of the First Year Hub.



To utilize a chatbot, click the speech bubble symbol in the lower right corner of the desired webpage. An example can be found on the [IT Help Desk webpage](#).

---

---

## **Syllabi tip**

Consider adding technical resource information to your syllabi. We can help free your valuable teaching time, by providing technical support to your students. We are available to assist students with hardware, viruses, email, and academic software. Please send students seeking support to the Norse Tech Bar in University Center or refer them to the [IT Help Desk](#).

---

## **Kaltura**

Kaltura is NKU's video storage, lecture capture, and editing tool. It allows faculty to easily record and caption videos for classes. Machine captioning is turned on for all videos and a simple editor tool is available to increase the reliability of the caption. For assistance, please check out IT's [Kaltura knowledge base videos and articles](#) or contact [CITE](#) or the [IT Help Desk](#).

---

## **Acceptable Use Policy and Information Security Policy**

Please read the [Acceptable Use Policy](#) and the [Information Security Policy](#). This information applies to everyone using and/or accessing NKU's computing resources, regardless of whether they are accessed from NKU's campus or remote locations.

---

## **IT Maintenance Window**

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.

---

## **Office 365**

NKU provides Microsoft Office 365 to every employee free of charge. This means the latest version of the full Microsoft Office productivity suite, (including Word, Excel, PowerPoint, OneNote, and more,) is available for offline and online use. As long as you are an NKU employee, this software is free for you to use. You may [install it on up to five compatible devices](#), and you can use [OneDrive](#) for automatic syncing between all your devices.

---

---

## Supply Chain Challenges Affecting Smart Classrooms

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 encountering delays in shipping for many technology-related items and are working with vendors on lead times. Currently, we do not have a timeline for resolution.

NKU has submitted purchase orders for 14 smart classrooms, however, due to these supply chain delays projected ship dates extend into the first quarter of 2023.

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

---

## Social Media Security

Do not post your NKU ID card on Social Media. The information on those ID cards can be used to access and control your NKU accounts from anywhere, on or off-campus. This includes but is not limited to your email, personal information, academic transcripts, and grades.

---

## Spam Filter

NKU's spam filters block over 100,000 spam emails per day from arriving in NKU inboxes, however, we cannot catch them all. If you receive a malicious email, please forward it to [abuse@nku.edu](mailto:abuse@nku.edu). Do not release emails from your quarantine unless you are confident they are legitimate. If you have questions, please contact the [IT Help Desk](#).

---

## 2022 Kentucky Convergence Conference

The Kentucky Convergence Conference is the annual experience that brings higher education professionals together in information technology, academic libraries, online learning, and instructional design. Public colleges and universities, as well as private institutions, are represented. Kentucky as well as surrounding states participate in this event.

Conference Dates: Thursday, November 10 – Friday, November 11  
Hosted by the University of Louisville / ShelbyHurst Campus

[Register here](#)

---

---

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

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