August 2024

Welcome!

Welcome to the NKU Office of Information Technology's first newsletter of the '24 – '25 academic year. 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.

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Phone System Upgrade

NKU is upgrading our phone system to a new software-based product called Cisco WebEx Calling! This upgrade will improve our communications by integrating your phone with your computer and optionally, your cell phone. This provides new flexibility for faculty and staff working remotely. It's important to note that this is specific to phone functionality. This is NOT WebEx video conferencing; we will continue to use Teams and Zoom for video conferencing purposes.

Key details of this upgrade include:

- Your NKU phone number will remain unchanged.
- Seamless integration of your office number with Microsoft Teams through the addition of the WebEx application, enabling you to make and receive calls directly from your computer at work or at home (if working remotely).
- Desk phones will no longer be needed by many people, saving significant money. However, desk phones will remain in use where they are still needed or requested. Additional information will be shared as we meet with departments.
- For our call centers, new functionality will be available as well as improved reporting and analytics.

The upgrade has started with a pilot group and will continue through the middle of 2025. As we coordinate with departments and colleges, more specific details will follow. While

every effort will be made to ensure a smooth transition, minor disruptions may occur, particularly while the old and new phone systems coexist. Your patience and cooperation during this time are greatly appreciated.

Please contact the IT Help Desk with any questions or concerns.
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Technology Support Hours

The IT Help Desk is open for phone (859-572-6911) and chat support during the following hours:
- Monday – Friday: 7:00 am – 10:00 pm
- Saturday – Sunday: Closed

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, 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 – Friday: 9:00 am – 4:30 pm
- Saturday – Sunday: Closed
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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 1st floor entrance nearest MP
FA 3rd floor near plaza entrance (near Art Office)
GH 2nd floor in the Informatics Commons
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HE 2nd floor in the grand forum near room 221
LA 4th floor near elevators
MP 3rd floor near elevators in the center of the building
SC 3rd floor opposite elevators

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Multifactor Authentication for Students

In our ongoing efforts to fortify our campus's digital defenses, we're excited to introduce Multifactor Authentication (MFA) for students — a crucial step forward in safeguarding your online experience, especially when accessing the campus network remotely.

What You Need to Know:

- **Why MFA?** It acts as an additional security layer, significantly reducing the risk of unauthorized access and cyber threats. Your digital safety is our top priority.
- **On-Campus Convenience:** There's no need for MFA when you are using campus network computers, making your on-site access seamless.
- **Future-Proofing:** While opting for MFA is currently voluntary, it's poised to become a requirement. Getting ahead now means you're prepared for tomorrow.
- **Ease of Use:** Enrollment is straightforward. Comprehensive guides are readily available in our [IT Knowledge Base](#).
- **Perk Alert:** Registering for MFA not only boosts your security but also extends your password renewal period to an entire year!

Act Now for Enhanced Security

We encourage you to embrace this opportunity to enhance your personal and NKU's collective digital security. Opting in is a proactive step toward a safer online campus environment.

Ready to get started? Visit the [IT Knowledge Base for step-by-step enrollment instructions](#), and join us in setting a new standard for cyber safety at NKU.

Important Dates:

- College of Informatics required sign-up: August 27
- College of Arts and Sciences required sign-up: September 11
- Chase Law required sign-up: October 14
- College of Business required sign-up: October 14
- College of Education required sign-up: November 4
- College of Health and Human Services required sign-up: November 4
- All remaining students will be required to sign up by November 11

We're excited about this journey toward enhanced security and convenience, and we thank you for your cooperation in making NKU safer.

Don't let the bad guys win, install MFA today!
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Fake "Employment" Scam/Email Messages

Recently, NKU faculty, staff, and students have reported an increase in scam emails offering seemingly lucrative employment opportunities. These scams prey on people, (primarily students) often leading to financial losses or identity theft.

How the Scam Works
1. Initial contact: Scammers send emails posing as employers, alumni, or even NKU faculty.
2. Attractive Offers: These emails present job opportunities with promises of high pay for minimal work or flexible hours.
3. Personal Information Request: Once a student expresses interest, scammers ask for personal information, such as bank details, Social Security numbers, or other sensitive data.
4. Check or Money Transfer: In some cases, the scammer sends a fake check and asks the student to deposit and then transfer a portion of the amount to another account. When the bank eventually identifies the check as fraudulent, the student is left to cover the entire amount.

Steps to Stay Safe
1. Verify the Sender: Always check the sender's email address. Scammers can use addresses that seem legitimate at first glance. If in doubt, contact the purported sender directly using a known, trusted method. (Not anything from within the email.)
2. Never Share Personal Information: Legitimate employers won't ask for sensitive information via email.
3. Be Wary of Too-Good-To-Be-True Offers: High pay for little work or vague job descriptions should raise red flags.
4. Research the Company: If you've never heard of the company, do a quick Google search. Check for reviews or other information that might indicate its legitimacy.
5. Don't Cash Suspicious Checks: If someone sends you a check and asks you to send money back or to another party, it's likely a scam.
6. Contact NKU: If you receive a suspicious email, forward it to Abuse@nku.edu, or contact the NKU IT Help Desk. They can offer guidance and alert others.

7. Educate Yourself: Familiarize yourself with common scam tactics so you can recognize red flags. There are many resources online that detail various scams and how to avoid them.

Remember to always exercise caution and trust your instincts. If something feels off, it probably is. Stay informed and stay safe!

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IT Maintenance Window and Service Alerts

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.

For alerts regarding which services will be unavailable, see IT's Service Alerts web page.

Additionally, you can check the status of some cloud-based services from this webpage. Status pages are available for:
- Canvas
- Campus Groups
- Duo
- Kaltura
- Microsoft Office 365
- Microsoft Teams
- Qualtrics
- Zoom

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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 (Norse Tech Bar) | Windows and Mac |

Facilities Management Service Request Ticketing

Maintenance service requests, key requests, tunnel access requests, and other Facilities Management service requests are now available in the NKU Service Catalog through TeamDynamix. Please ensure you are logged in with your NKU credentials in the top right corner of this page. If you do not have NKU credentials or need immediate assistance to submit a request, contact NKU Work Control, Monday through Friday 8:15 AM - 4:30 PM at x5660 or by email at workcontroloffice@nku.edu.

IT Media Equipment and Event Services
NKU IT has a Media & Event Team to help with your AV needs. Technology equipment such as large mobile monitors, projectors, Public Address (PA) systems, and a digital podium with your specialized logo are available. Equipment for off-campus events is also available.

This team can expertly advise you throughout the process, from start to finish, for new installations or upgrades. These experts have installed/upgraded various conference rooms and technologically enhanced spaces across campus. To schedule a consultation please submit a request.

Security Best Practices
To help ensure a safe, smooth journey through all of your virtual experiences, please follow these security best practices:

1. Password Power-Up- Use a strong password (12+ characters if possible), and avoid using easily guessed information like your birth date or NKU ID number.

2. Two-Factor Authentication (2FA)- Enable 2FA wherever available. This double-checks your identity by requiring a second form of verification, like a text or an app notification on your phone, before allowing access.

3. Phishing - If an email looks suspicious, it probably is. NKU will **never** ask for your personal information via email. When in doubt, don't click! Forward any suspicious emails to abuse@nku.edu.

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4. Protect Your Devices- Make sure all your devices are equipped with the latest antivirus software, and use the most up-to-date security patches. Avoid using public Wi-Fi for sensitive tasks unless you're using a trusted VPN. (Note: NKU's VPN protects you only between you and NKU, **not** you and your bank or other locations.)

5. Protect Your Data- Do **not** share sensitive information (social security numbers, credit card information, bank accounts) via email, text, or public Wi-Fi as this puts your data at tremendous risk. Use only verified sites or apps.

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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.

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Chatbots

NKU IT continues to roll out additional chatbots across campus. In addition to IT's chatbot, the following departments are also utilizing chatbot support 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
- First Year Experience
- Marketing and Communication

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.

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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 the University Center or refer them to the IT Help Desk.

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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 CETI or the IT Help Desk.

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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.

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Social Media Security

Do not post your NKU ID card on Social Media. The information on NKU 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.

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Spam Filter

NKU's spam filters block over 100,000 spam emails per day from arriving in NKU inboxes, however, it does not catch them all. If you receive a malicious email, please forward it to 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](.

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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.

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