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December 2021



The Office of Information Technology wishes you a safe and joyful holiday season and a wonderful New Year!

Holiday Break Adjusted Hours for Support

The [Norse Tech Bar](#) holiday break hours:

- Monday – Tuesday, Dec 20-21: 8:00 am – 6:00 pm (normal hours)
- Wednesday, Dec 23 – Monday, Jan 3: Closed

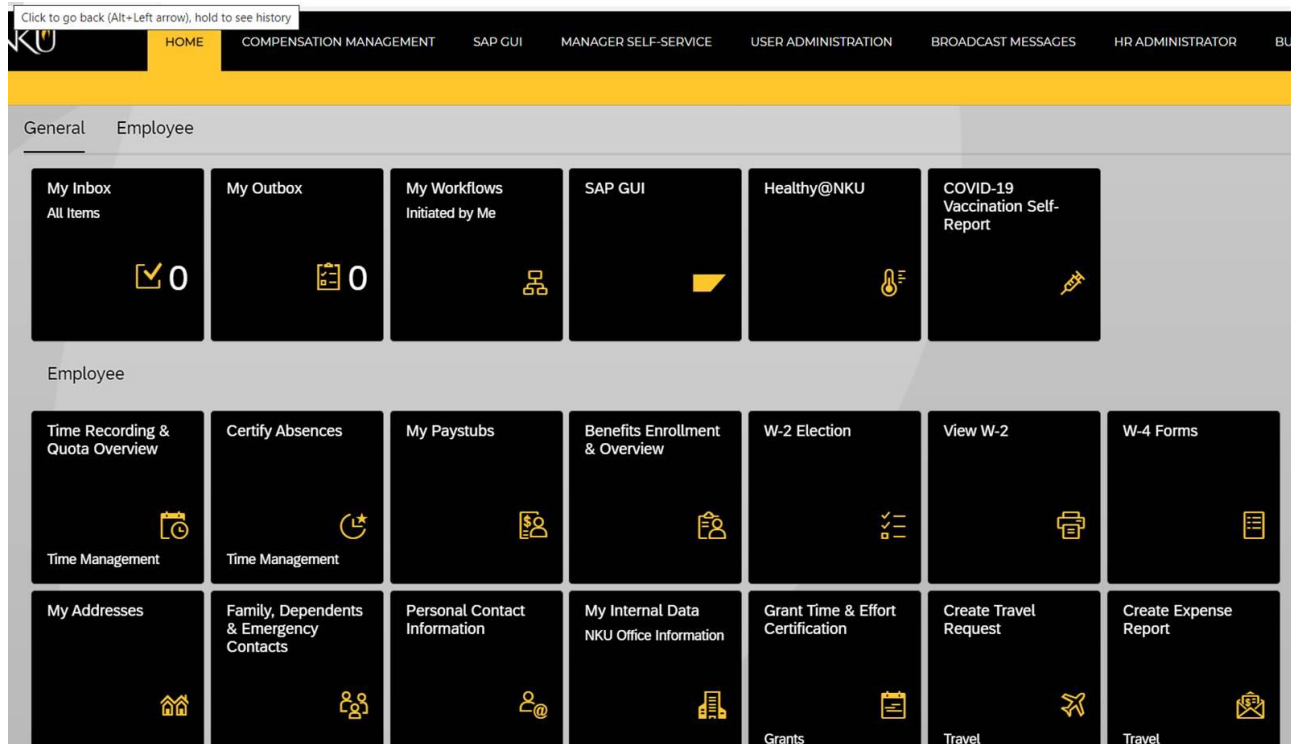
The [IT Help Desk](#) holiday break hours:

- Monday, Dec 20 – Tuesday, Dec 21: 7:00 am – 10:00 pm (normal hours)
- Wednesday, Dec 22 – Thursday, Dec 23: noon – 4:00 pm
- Friday, Dec 24 – Sunday, Dec 26: Closed
- Monday, Dec 27 – Thursday, Dec 30: noon – 4:00 pm
- Friday, Dec 31- Saturday, Jan 1: Closed
- Sunday, Jan 2 – Monday, Jan 3: noon – 4:00 pm

Annual SAP Maintenance Upgrade

Friday, December 3 at 8:00 pm through Saturday, December 4 at 8:00 am, the **SAP** system will be updated. All aspects of this system will be **unavailable** during this time.

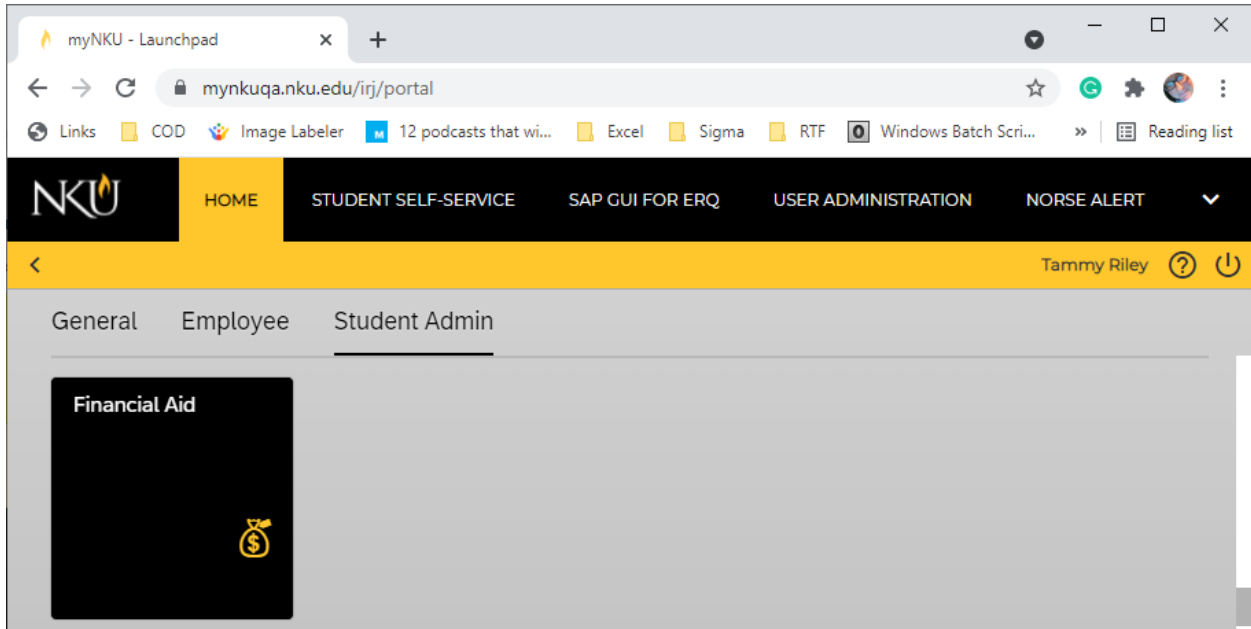
Upgrade changes include the employee self-service (ESS) tab becoming part of the home screen. When employees log into the myNKU portal, they will be directed to the home screen with general information and employee information (that was previously in the ESS tab). This new home page will provide better compatibility with hand held devices and multiple browsers.



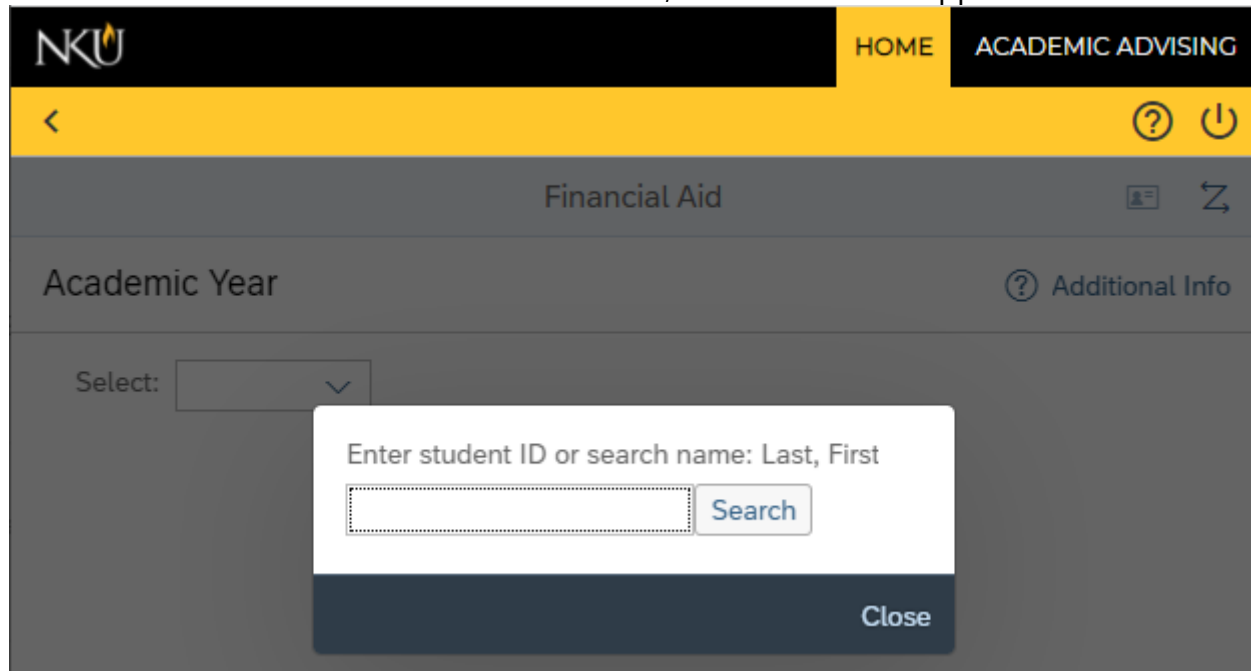
Financial Aid Tab changes

The FINANCIAL AID tab for counselors and students in the MyNKU portal will be moved to a new Financial Aid tile after the December SAP upgrade on the third and fourth.

Counselors will see the Financial Aid tile in the Student Admin section on the HOME tab.



When the counselor clicks on the Financial Aid tile, a search box will appear.






The student ID can be entered into the search box. If the student ID is not known, enter a name into the box and click search. To narrow the search, more information can be added to the search box using the format, "Last Name, First Characters".


Enter student ID or search name: Last, First

Name	ID	
Briley, Tammy	100	>
Briley, Tara	100	>
Riley, Theresa	100	>
Riley, Thomas	100	>
Riley, Thomas	100	>
Riley, Timothy	100	>

If the student has not accepted the Terms and Conditions, the button "Terms Not Accepted" will appear. Otherwise, the counselor will see the same Terms Accepted button with the accepted date that the student sees. The counselor will be able to click on either terms and conditions button, to see the wording of the terms and conditions.

Financial Aid - T [REDACTED] - 100 [REDACTED]  



Academic Year  Additional Info

Select:  Terms Not Accepted

Required Documents [↑ Upload Documents](#)

No further documentation requested.

Awards [↓ Shopping Sheet](#)

- Clicking this button,  in the top right, opens the Academic Advising tab for the current student in a new browser tab.
 - If the new browser tab shows an error, the counselor may not have the correct SAP security to view the Academic Advising information.
- Click this button,  in the top right, to open the search box to choose a new student.
- The Upload Documents button is disabled for counselors.
- Counselors will be able to see the student's Shopping Sheet.
- Awards are shown as "view only" to counselors. A counselor can click the View Summary button to view the student's aid.

Summary		
Term	Offered	Accepted
Fall 2021	\$17641.00	\$17641.00
Spring 2022	\$10022.00	\$10022.00
Summer 2022	\$0.00	\$0.00
Total	\$27663.00	\$27663.00
▼ Breakdown <ul style="list-style-type: none"> Federal Direct Sub Loan <ul style="list-style-type: none"> ◦ Fall \$2750.00 ◦ Spring \$2750.00 Fed Direct Unsub Loan <ul style="list-style-type: none"> ◦ Fall \$3500.00 ◦ Spring \$3500.00 Pell Grant <ul style="list-style-type: none"> ◦ Fall \$923.00 ◦ Spring \$922.00 HEERF III <ul style="list-style-type: none"> ◦ Fall \$1000.00 Tuition Incentive Award <ul style="list-style-type: none"> ◦ Fall \$2600.00 		
Close		

If you have questions or concerns, please contact the [IT Help Desk](#).

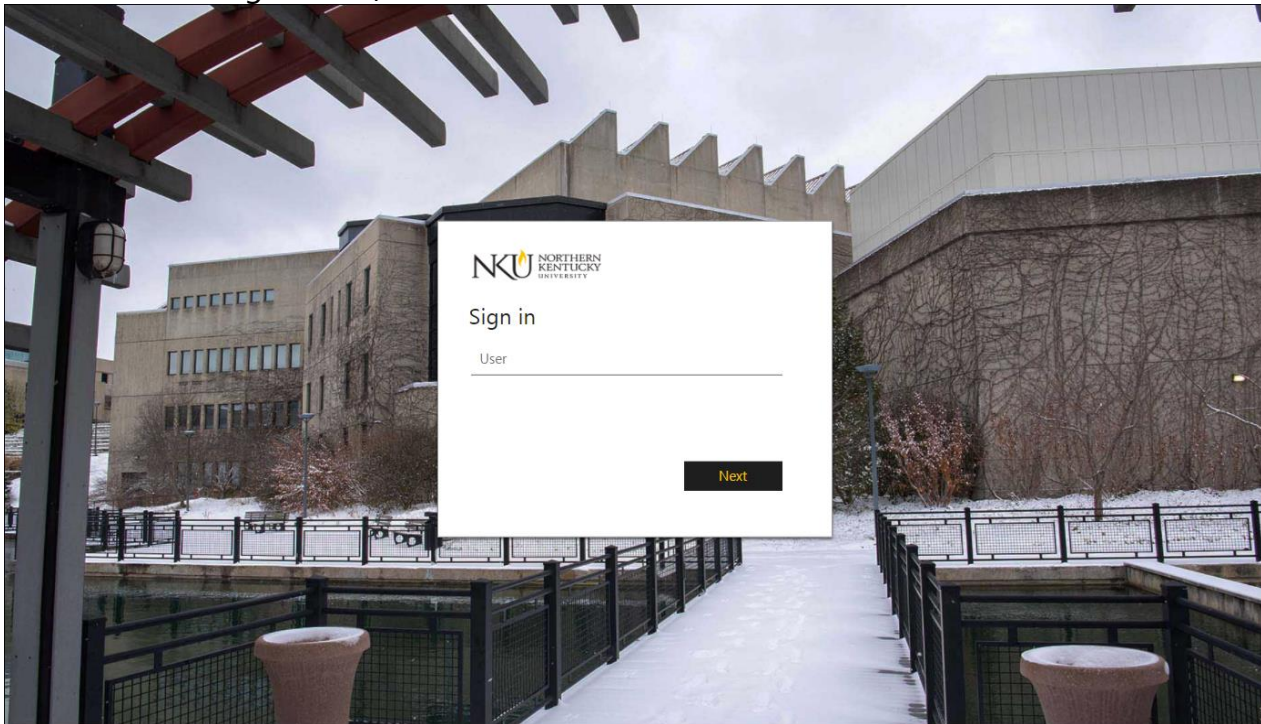
IT Maintenance Outage

NKU IT will be performing maintenance Tuesday, December 21 between 9:00 pm and 11:00 pm. During this time, NKU services such as MyNKU, view.nku.edu, the nku.edu website and campus services including phones and internet will not be available.

Single Sign-On Changes

NKU IT will be performing an upgrade to our Single Sign-On (SSO) between midnight and 3:00 am on December 22. During the upgrade, access to applications that require SSO will not be accessible (Canvas, MyNKU, Webmail, etc.). In the days following this upgrade, the SSO login

page will have a new look with the user and password fields in the center of the screen (as shown in the image below).



Do not Use TeamViewer on NKU-Owned Computers

If you are using any version of TeamViewer software on NKU owned computers you must uninstall it immediately as it violates University policy and TeamViewer’s licensing terms. Educational institutions are required to use corporate licensing. It is important to note that purchasing an individual license for an NKU owned computer is not allowed per the terms of the TeamViewer’s License agreement.

NKU IT is actively monitoring NKU computers for TeamViewer software usage and will contact users to remove any TeamViewer software.

Important Security Tips

Do not share sensitive, identifying data via unencrypted email or text messages. This includes all Personally Identifiable Information (PII). Social Security Numbers and credit card numbers are two types of information that fall into the category of PII. If email messages are intercepted in-transit or otherwise compromised by an attacker, the email contents can be viewed openly.

To share sensitive or PII in an email message, follow the directions provided in NKU's Knowledge Base for [sending and receiving encrypted emails](#). Encryption provides a method to effectively "scramble" the contents of the message so that only the intended recipient can read it. Therefore, it is vital that any sensitive data that is sent through email (SSNs, student records, etc.) be encrypted.

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

Check our website for the latest system alerts and news.

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