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December 2024



Annual SAP Maintenance Upgrade

The annual SAP upgrade is scheduled to begin this **Friday, December 6** at 5:00 p.m. It will continue through Saturday, December 7. This upgrade will result in the myNKU system being completely unavailable these days.



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

Planned Outage

On Thursday, December 19, between midnight and 1:00 am, during NKU's scheduled closure, IT will perform a biannual system upgrade. During this time, authentication services will be temporarily unavailable, resulting in login errors.

Holiday Break Technology Support Hours

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

- Monday – Wednesday, Dec 16-18: 9:00 am – 4:30 pm (normal hours)
- Thursday, Dec 19 – Sunday, Jan 5: Closed
- Monday, Jan 6 normal hours resume: 9:00 am – 4:30 pm

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

- Monday, Dec 16 – Wednesday, Dec 18: 7:00 am – 10:00 pm (normal hours)
- Thursday, Dec 19 – Monday, Dec 23: noon – 4:00 pm
- Tuesday, Dec 24 - Wednesday, Dec 25: Closed
- Thursday, Dec 26 – Monday, Dec 30: noon – 4:00 pm
- Tuesday, Dec 31 – Wednesday, Jan 1: Closed
- Thursday, Jan 2 – Sunday, Jan 5: noon – 4:00 pm
- Monday, Jan 6 normal hours resume: 7:00 am – 10:00 pm

[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](#) during open hours.

New Computer for the Holidays? See Dell's New Discount Program

Join the new and improved [Purchase Program from Dell](#). Those with a valid academic email address are eligible for Dell's exclusive discounts.

Score an extra 10% off select PCs and accessories, plus get 1,000 Dell Rewards* points when you verify your student/employee status. 1,000 points equals \$10 upon conversion to Dell Dollars.

Follow these steps to unlock exclusive savings:

1. Visit [Dell's new student/employee portal](#).
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2. Sign in or create an account.
3. Register for Dell Rewards by clicking the Dell Rewards box when you create your My Account.
4. Verify your student status with a valid student email address.
5. Your student discount will be automatically applied to applicable items, and you will see the discount applied in the cart.

The student discount is valid with select offers but not with other coupons. Limited quantity deals, order codes, clearance offers, warranties, gift cards, and other select electronics and accessories are also excluded from the discount. The student discount is valid for 5 products per transaction up to 5 transactions per year.

Stay Alert: Avoid Scams and Phishing This Holiday Season!

As the holiday season approaches, be extra vigilant against the surge in scams and phishing attempts. Scammers are particularly active during this period, preying on our festive spirits and busy schedules. Here are some specific scams to watch out for:

1. Fake Charity Scams: Be cautious of requests for charitable donations. Confirm the legitimacy of the charity before contributing.
2. Phishing Emails: Watch out for emails asking for personal information or directing you to suspicious websites. These may mimic reputable companies or even appear to be from NKU.
3. Online Shopping Scams: Beware of unrealistic deals on websites, especially for high-demand items. Always use trusted online retailers.
4. Gift Card Scams: Ignore demands for payments via gift cards. This is a favorite tactic of scammers due to the difficulty in tracing these transactions.
5. Social Media Scams: Be cautious with links in social media ads or messages, especially those offering exclusive deals or prizes.
6. Payment App Scams (PayPal, Venmo, etc.): Be wary of unexpected requests or strange activities on payment apps. Verify all transactions and keep your app settings secure.
7. Delivery Scams (Amazon, UPS, FedEx): Scammers may send fake delivery notifications or tracking links. Always confirm with the official website or app and avoid clicking on links from unknown sources.

Service Alert Web Page

Check our [IT Service Alerts web page](#) to see all planned IT service maintenance and outages. This page provides information about upcoming outages, explaining the date and expected time of the outage as well as the areas impacted by the outage.

Past outage information will also be available throughout the semester.

This page also provides links to cloud-based services to view their uptime/outage history. Service reports for Canvas, Campus Groups, Kaltura, Microsoft Office 365, Microsoft Teams, Qualtrics, and Zoom are included.

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

Check our website for the latest system alerts and news.

Follow updates on Twitter [@NKUCIO](https://twitter.com/NKUCIO)
