February 2021, Vol 2

Tax Scam Season

As people seek to file their tax returns this year, cybercriminals are busy trying to take advantage with a variety of scams. Citizens may learn they are victims after having a legitimate tax return rejected because scammers already fraudulently filed taxes in their name.

The most common way for cybercriminals to steal money, financial account information, passwords, or Social Security Numbers is to simply ask for them.

Criminals will send phishing messages often impersonating government officials and/or IT departments. They may tell you a new copy of your tax form is available. They may include a link in a very official looking email that goes to a website that uses IRS, Microsoft, OneDrive, or NKU logos and appear legitimate, yet they are fraudulent. If you attempt to login into the false website, or provide any personal information, the criminals use it to compromise your other accounts and file a false return in your name. Criminals also impersonate the IRS or other tax officials, demanding tax payments and threatening you with penalties if you do not make an immediate payment. This contact may occur through websites, emails, threatening calls or text messages that seem official but are not.

The IRS lets citizens know it will NOT:
- Initiate contact by phone, email, text messages, or social media without sending an official letter in the mail first.
- Call to demand immediate payment over the phone using a specific payment method such as a debit/credit card, a prepaid card, a gift card, or a wire transfer.
- Threaten you with jail or lawsuits for non-payment.
- Demand payment without giving you the opportunity to question or appeal the amount they say you owe.
- Request any sensitive information online, including PIN numbers or passwords for financial accounts.

Tips to Protect Yourself:
- Always be wary of calls, texts, emails, and websites asking for personal data, tax data, or payments. Always contact organizations through their publicly-posted customer service line or the [NKU Help Desk](#). If they initiate contact with you, end the call and call the organization at the phone number on their website. As mentioned previously, the IRS will initiate contact on these issues by mail through the postal service.
- Don't click on unknown links or links from unsolicited messages. Type the verified, real website address into your web browser.
- Don't open attachments from unsolicited messages, as they may contain malware.
- Only conduct financial business over trusted sites and networks. Don't use public, guest, free, or insecure Wi-Fi networks.
- Use strong, unique passwords for all your accounts and protect them. Reusing passwords between accounts is a big risk that allows a breach of one account to affect many.
- Check your financial account statements and your credit report regularly for unauthorized activity.
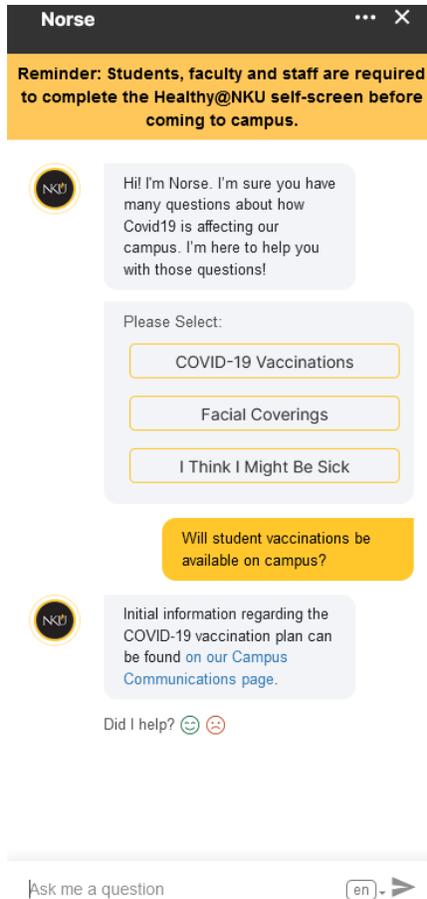
_____

Chatbot at NKU

A chatbot is a software application used to conduct an on-line chat conversation via text to create better customer experiences and improve productivity. The chatbot optimizes support in lieu of waiting for direct contact with a live human agent.

Check out NKU's new chatbot on the [COVID-19 Information web page](#).

Additional chatbots are scheduled to come to other NKU web pages soon; watch the Student Account Services and Financial Aid web pages for chatbot technology. Click this symbol in the lower right side of NKU web pages to activate the chatbots.

Below is an example of the chatbot information with a question about student vaccination availability. Questions can be asked in the question bar at the bottom of the chatbot information page.

Norse   ··· ✕

**Reminder: Students, faculty and staff are required
to complete the Healthy@NKU self-screen before
coming to campus.**

Hi! I'm Norse. I'm sure you have
many questions about how
Covid19 is affecting our
campus. I'm here to help you
with those questions!

Please Select:

COVID-19 Vaccinations

Facial Coverings

I Think I Might Be Sick

Will student vaccinations be
available on campus?

Initial information regarding the
COVID-19 vaccination plan can
be found on our Campus
Communications page.

Did I help? 😊 🙁

Ask me a question   en ▾ ➤

_____

NKU Service Desk Category of the Month: Smart Classrooms

The new NKU Service Desk has a Knowledge Base with quick links to report issues. You can also search for services available in the search bar at the top right.

With a search for "Smart classroom" two services are found, as shown below.

☑ Classroom A/V Tech Support

Report an issue with A/V equipment in the classroom or request an on-hands training.

Services (2)

Smart Classroom A/V Support
Request assistance for a smart classroom equipment issue.

Smart Classroom Training
Schedule a hands-on training of smart classroom equipment capabilities and operation.

Both [Smart Classroom A/V Support](#) and [Smart Classroom Training](#), as shown above, are links that provide a description and a gold box to request the appropriate service:

⊕ Submit Request

If you have any problems using the Service Desk client portal, please contact the [IT Help Desk.](#)
_____

Web Editor Tips and Tricks

Explore new features, get updates on important topics and learn new skills to improve your web pages. Find training topics, help and more by visiting the [Web Editing Guide](#).

The [Marketing and Communication Newsletter](#) provides tips and tricks to enhance your web editing skills and make web content creation easier!
_____

NKU Esports

NKU Esports will be hosting weekly Rocket League tournaments. The event will begin Wednesday, February 24th and continue each Wednesday through March 24th. The final Wednesday night will include a final tournament to determine who will play an exhibition match against the NKU Varsity Rocket League team.

The tournament welcomes students of all skill levels! Prizes will be offered for everyone, players and fans! Each member of the winning 3-person team will receive an Alienware S5000 Gaming Chair (valued at $399.99) thanks to Dell Technologies.

Wednesday night matches will be streamed via the [NKU Esports Twitch.tv account](#). Live streaming will begin at 7:00 pm each Wednesday with a "celebrity" match taking place from 8:00 - 9:00 pm. For students who do not want to play in the event, organizers will be raffling off prizes to members of the audience during each live stream.

Students, faculty, and staff are asked to form three-person teams at all levels of play, as prizes will go to teams at all levels of the competition. Teams can register for one week of the tournament or for all four weeks.

- For more information
  Visit www.nku.edu/esports or email esports@nku.edu.

- Sign Up to Play
  NKU students, staff, or faculty who are interested in forming teams should go to
  https://smash.gg/nkuesports

- Call for "Celebrity" Participants
  Are you interested in seeing your favorite professor take on the Dean of
  Students? Would you like to see one of our student athletes play one-on-one
  against their coach? We are looking for campus community celebrities to
  participate in exhibition matches during our weekly streams. Celebrities can
  range from NKU athletes to the president of your campus organization to a
  member of the faculty and staff. To volunteer or nominate a campus celebrity,
  email esports@nku.edu

_____