

February 2021



Tips for using IT's new Service Request System

To access the client portal, go to: <http://servicedesk.nku.edu>

- To check the status of your service request, once you are logged in, go to Services (in the black bar at the top) → Ticket Requests (in the gray bar directly under the black bar).
- Services you commonly use can be "added as favorites" to create your own personal service catalog.
- Click on "Knowledge Base" in the black bar at the top for helpful articles and training materials.

NKU Esports – Spring Kickoff

NKU Esports will be hosting weekly Rocket League tournaments beginning at the end of February and running through March. We are excited to highlight the existing NKU Esports Club and Varsity Rocket League team, as well as collaborate with units across campus to provide fun and entertaining experiences for NKU community. The event will begin Wednesday, February 24th and continue each Wednesday through the month of March. The final Wednesday night will include a final tournament among the top teams to determine who will play against the NKU Varsity Rocket League team in an exhibition match within the new NKU Esports Arena. Each member of the winning 3-person team will receive an Alienware S5000 Gaming Chair (valued at \$399.99) thanks to a sponsorship with Dell Technologies.

The tournament welcomes students of all skill levels! In collaboration with the Athletic Department, the Department of Campus Recreation, and the NKU Honors College, students who participate in the tournament or [watch online](#) will be eligible to win some great NKU gear!

We invite students, faculty, and staff 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. Event organizers would love to see teams representing student organizations, student clubs, and academic departments or colleges. Event shout-casters will even help promote organizations who register teams during pre-match and inter-match interviews.

Wednesday night matches will be streamed via the NKU Esports Twitch.tv account and each evening will feature a "celebrity" one-on-one match between NKU faculty, staff and students. The live streaming will begin at 7pm each Wednesday with the "celebrity" match taking place in the Primetime hour of 8-9pm. 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.

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 us at esports@nku.edu

Computer Replacement Program

NKU's IT department is currently reviewing computers with NKU asset tag numbers at or below 83900 for the FY20-21 Computer Replacement Program. The goal of this program is to help ensure all full-time faculty and staff have one computer (preferably a laptop) that is newer than 5 years old.

Department heads will be contacted to help identify eligible computers. To help ensure the replacement program is as effective as possible, the following guidelines are being followed:

- Due to the current mobile work environment, laptops are highly recommended
- Replacements considered for NKU Asset Tag numbers at or below 83900


- Only 1 eligible device per full-time faculty/staff member will be considered for replacement.
- Monitors/docking stations may need to be considered.
- The replacement program will provide up to \$1,300 per device; departments will need to cover any balance.
- If a full-time department member has received a loaner device and would like to keep that as their replacement, IT will work to accommodate that request.

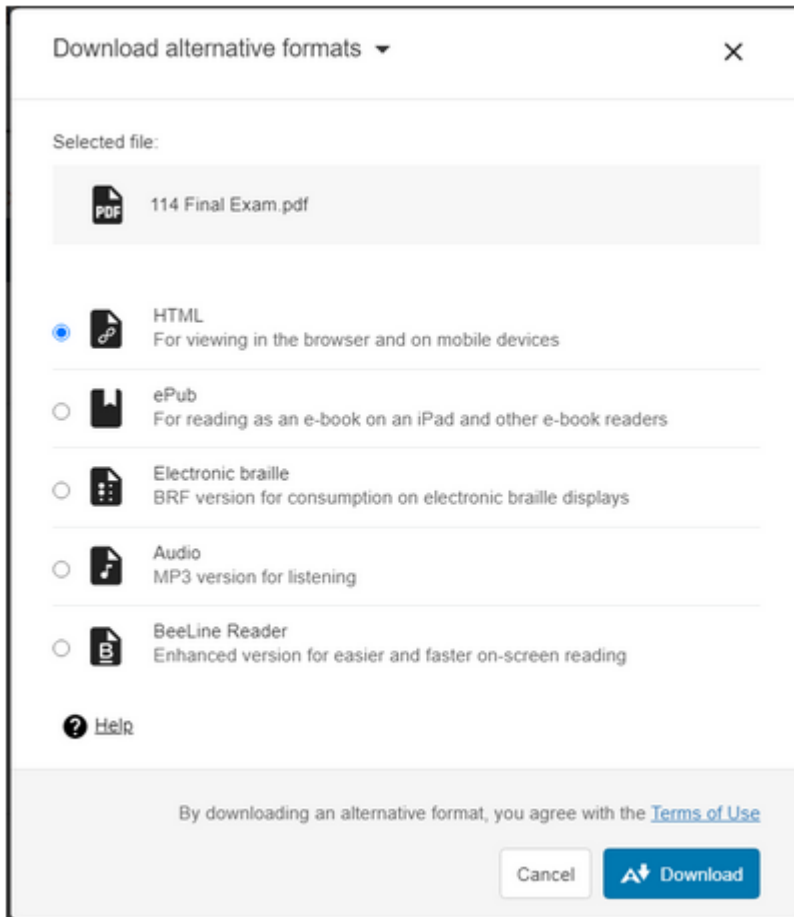
Please note that, for audit and security purposes, the **old computer being replaced must be returned** when the new computer is picked up/delivered. IT will then transfer ownership of the old computer from your department to the Transition Pool or surplus as applicable.

Do You Know?

The NKU website and Canvas classes both have the option to [download content in alternative formats](#).

The [IT Knowledge Base](#) provides additional details on types of formats.

|  [Alternative formats](#)



Note: the first-time content is downloaded it may take a couple minutes. Once content has been downloaded in a particular format, it is quickly available to anyone else.

Do not Use MalwareBytes on NKU-Owned Computers

If you are using any version of Malwarebytes security software for PC, Mac, or web browsers on NKU owned computers you must uninstall it immediately as it violates University policy and Malwarebytes' licensing terms. Educational institutions are required to use corporate licensing. It is important to note that simply purchasing a personal license for an NKU owned computer is not allowed per the terms of the [Malwarebyte's Licensing Agreement](#).

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

NOTE: This requirement does NOT apply to any personally owned devices, only to NKU owned PCs and Macs. If NKU bought the computer, it cannot run Malwarebytes software.

If you do not know how to perform the uninstall task or have questions about the software, please contact the [NKU IT Help Desk](#).

Five Basic "Ps" of Security

1. **Phishing:** Scammers target remote workers/learners. Pay attention to email or call details. Confirm request validity. Do not overshare information. Contact the [IT Help Desk](#) if in doubt.
 2. **Passwords:** Update your password / passphrase with a strong level of complexity and do not share your information with anyone
 3. **Patches:** Update your computer's operating system and important applications used frequently like Microsoft Office, Adobe Acrobat, and web browsers like Edge, Firefox, Chrome, and Opera. Update your antivirus software and check to ensure it is functioning properly
 4. **Protect Data:** Understand and protect sensitive data while online / lock your computer when away or offline.
 5. **Policies:** Understand your role and responsibilities as a user of NKU systems and networks with [NKU's IT Policies](#).
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Microsoft for Employees and Students

To access the online versions of Microsoft Office 365 applications:

- Go to webmail and login.
 - Click the app launcher (9 small white dots in a square shape) in the top left corner
 - you will see the list of apps available
 - To open, click on your preferred app
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Check our [IT website](#) for the latest system alerts and news.
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