February 2022

Team Dynamix

The Office of Information Technology uses Team Dynamix ticketing system to organize requests for service. The use of Team Dynamix is available for additional departments. At this time, Procurement, Institutional Research, Norse Media, and the Registrar are also using this ticketing system to organize and manage their service management.

If your department is interested in exploring Team Dynamix, please contact Nick Pearson.
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Maintenance Outage

Tuesday, February 15, at 10:00 pm, NKU IT will be performing necessary maintenance that will take all NKU systems down for 20 to 30 minutes. Please contact the IT Help Desk with inquiries.
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Chatbots

NKU IT uses chatbots to provide a personalized customer experience. This allows IT to enhance service by providing customer support 24 x 7 and improve resolution times. The Registrar is also using chatbots to provide support. Admissions and UCAP are currently in the process of implementing chatbots.

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.

If your department is interested in exploring using chatbots, please contact Nick Pearson.
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Zoom Security Tip

Remove unwanted or disruptive participants: You can remove someone from your meeting by using the Security Icon or Participants menu. On the Participants menu, you can mouse over a participant's name and several options will appear, including Remove. Click Remove to kick someone out of the meeting. When you do remove someone, they can't rejoin the meeting. But you can toggle your settings to **allow removed participants to rejoin** in case you boot the wrong person. Hosts can also mute and turn off the video of participants to block unwanted, distracting, or inappropriate noise/gestures from other participants.

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Website Search Tool

The Squiz Funnelback program offers facetted search results to help visitors easily find what they're looking for, and improve their overall experience on the website. Squiz also features campaign personalization and content analytics.

Watch for more information coming soon on the launch!
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Student Canvas Help

If you have students who are unfamiliar with using Canvas, CITE has Quick-Start Resources for Students:

Are you a student using Canvas for the first time? Log into Canvas using your user ID (the first part of your email address before the @ symbol) and password. Your classes will show up on your dashboard. Please refer to the resources below for guides to the primary tools used by instructors.

- How do I submit an online assignment?
- How do I take a quiz?
- How do I view quiz results?
- How do I view my grades?
- How do I reply to a discussion?
- Full list of Canvas student guides

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Update SAP GUI

This is a reminder to update SAP GUI if you didn't do so in November or December. Some features of myNKU require this update.

Follow these directions to update SAPGUI through the Software Center Self Service Portal:
- **Windows** Computer directions for updating.
- **Apple** Computer directions for updating.

Once you access the Software Center Self Service Portal, you will see a list of applications available for download. Click "SAPGUI 760 w/patch 13 Silent install" then click the "Install" button. The download and installation will start automatically.
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Multifactor Authentication (MFA)

IT is offering multifactor authentication (MFA) using Duo Mobile for faculty and staff. Additional information, is available through IT's video about using DUO for MFA.

- *MFA* adds an additional layer of security to your NKU digital identity.
- Due to the enhanced security MFA provides to the user digital identity, accounts that have MFA applied will be required to change passwords at annual (365 day) intervals.

Visit the IT Knowledge Base article for more information about Duo Multi-Factor Authentication.

- Duo Mobile for iOS
- Duo Mobile for android
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Supply Chain Issues

When considering the end of the fiscal year spending, please remember the supply chain delays. Ordering early is recommended to avoid receiving items after the June 30 deadline.
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