

February 2025



NEW VPN Access

To enhance security and reliability, NKU is updating its VPN access. Effective immediately, you can update the VPN address to **secure.nku.edu** instead of **vpn.nku.edu** when launching the VPN client.

What You Need to Know:

- The first time you connect, an updated VPN client may install automatically.
- **The old VPN address (vpn.nku.edu) will be retired after May 14**, following the end of the spring semester.
- If your students require VPN access, **update your syllabi** for the summer and future semesters accordingly.

For setup instructions or assistance, visit [the VPN webpage](#) or contact the [IT Help Desk](#).

IT Media Equipment and Event Services

IT Media & Event Team offers height-adjustable, mobile podiums ([Ergotron Teachwell](#)) as well as wireless keyboards and mice. These items can assist with accessibility needs in the classroom and campus events. Quantities are limited and offered on a first-come basis for a short-term or semester-long reservation.

Our team can expertly advise you on equipment selection and how classroom teaching stations may be adapted to meet accessibility needs. To schedule a consultation or reservation for equipment please [submit a request](#).

Summer Software Request Deadline – March 15

The deadline to submit software requests for the **summer semester** is **Saturday, March 15**. Please plan ahead and submit your request to IT. You may also submit **fall semester requests** before leaving for the summer.

Submit a request if:

- You need software installed in **departmental labs, smart classrooms, or IT computer labs**.
- You want to ensure specific software remains available for **summer courses**.
- You are using **new software**—proof of licensing and installation media are required.

Late Requests: Due to the complexity of managing multiple applications, late submissions may result in software not being available at the start of the semester.

If you're unsure whether a request is needed, the [IT Help Desk](#) can assist.

Stay Secure: Patch Your Apple Devices Today!

Apple has released an important security update — don't wait to protect your device! Keeping your iPhone, iPad, and Mac up to date helps safeguard your data and personal information from cyber threats.

- **Check for Updates:** Go to **Settings > General > Software Update** (iOS/iPadOS) or **System Settings > General > Software Update** (Mac).
- **Stay Protected:** Regular updates fix vulnerabilities that hackers can exploit.

Take a moment to update now and keep your devices secure!

LinkedIn Learning

Unlock your potential with LinkedIn Learning! Gain access to thousands of expert-led courses across various fields, from tech skills to personal development. LinkedIn Learning offers the tools to succeed, advance your career, learn something new, or stay ahead of industry trends.

Sign up today and start learning at your own pace! NKU has LinkedIn Learning licenses for your use. Some licenses can be available for your student's use (pending availability of licenses). Please contact the [IT Help Desk](#) to request licenses.

Norse Tech Bar Support Hours

The [Norse Tech Bar](#) provides walk-in assistance in the University Center on the plaza level. Technology experts are available to answer questions and troubleshoot computer, tablet, and smartphone problems. Printers and lab computers with Microsoft Office and specialized software are ready. Equipment loans are obtainable for Dell laptops, MacBook Airs, and iPads.

Norse Tech Bar support hours are:

- **Monday – Friday, 9:00 am – 4:30 pm**

Reminder: Store Documents in OneDrive!

To keep our files secure and easily accessible, please **store all work documents in OneDrive**—our approved cloud storage solution. Avoid using Dropbox, Google Drive, iCloud, Amazon, or other third-party storage services, as they do not meet our security and compliance standards.

Using OneDrive ensures your files are backed up, protected, and easy to use to collaborate with colleagues. Need help? See the [IT support page](#) or contact the [IT Help Desk](#).

Thank you for keeping our data safe!

Important Update: Adobe Creative Cloud Changes

Effective immediately, Adobe has discontinued **Creative Cloud Synced Files** for **Creative Cloud for Teams** and **Creative Cloud for Enterprise** customers. This means that users of these business plans will no longer be able to sync files using Adobe's cloud storage.

Other Adobe products are not impacted by this change.

Please contact the [IT Help Desk](#) with any questions.

Having Trouble Logging In?

If you're experiencing login issues, a private (non-NKU) VPN or your current location might be the cause. Try the following steps to troubleshoot:

1. **Disable private VPNs or Proxy Services:** Ensure that no non-NKU VPN or proxy is active on your device, as these can interfere with account access.
2. **Check Your Location:** If you travel internationally, be aware that access to NKU services and the Internet may be restricted in certain countries due to international embargoes and regulations beyond our control.

To ensure uninterrupted account access:

- Contact the [IT Help Desk](#) before traveling to confirm access.
- Review the [list of embargoed nations](#).

For further support, contact the [IT Help Desk](#). We're here to help!

Phone System Migration

IT migrated another 505 phone numbers to the new Webex phone system on January 30. Webex phones now comprise 66% of the phones on campus. The remaining 34% are scheduled to be migrated beginning February 27, before summer and fall registration begins.

The next migration group includes approximately another 500 lines in the following locations:

- Landrum
- Math, Education, Psychology
- Founder's Hall, Health Innovation Center, and Grant County
- University Center (academic units)
- Fuel NKU (UCap)

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

Check our website for the latest system alerts and news.

Follow updates on X [@NKUCIO](#)
