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January 2020



Happy New Year from all of us in The Office of Information Technology!

Start of Semester Support

During the first two days of the semester, IT staff will be located in key areas of campus to help with smart classroom support and other technical questions. Support staff will be centrally located in academic buildings, but will be mobile to assist faculty. As always, faculty can call the Help Desk at 859-572-6911 for assistance. We hope this in-person service will smooth early issues by providing an immediate response to technical problems.

Locations include:

BC 1st floor entrance nearest

FA 3rd floor near plaza entrance (near Art Office)

GH 2nd floor in the Informatics Commons

HE 2nd floor in grand forum near room 221

LA 4th floor near elevators

MP 3rd floor near elevators in the center of the building

SC 3rd floor opposite elevators

SL 3rd floor near public service desk (plaza level).

What are those Gauges in my Course?



As previously communicated, Ally has now been turned on in all Canvas courses. The gauges Ally provides, are visible only to the instructor; they illustrate the degree of accessibility of the content. Our hope is that you will be able to use this tool to assist in your progression toward fully accessible courses.

Ally provides students with the ability to download instructor created documents in alternate formats.

Additional information is available on [NKU's Ally web page](#) and [trainings are being offered by CITE](#).

Antivirus

If you received new technology over the break, or are bringing your existing device to campus, make sure it is protected with antivirus software. NKU does not endorse a specific antivirus product for your personal use, but you can find [antivirus information and options](#) on the IT website.

More to know about Phishing

With increasing levels of volatility in global politics, it is especially important to scrutinize possible phishing emails and to **not** respond, open attachments, or click links.

Phishing is a primary method to steal your username and password, however, it can also be used to install malware, backdoors, key-loggers, ransomware, or other malicious software on your computer. If you suspect something when processing email, please forward the message to abuse@nku.edu . Contact the [NKU IT Help Desk](#) for assistance, follow up questions, or more information.

Windows 7 Support Ending

[Microsoft is ending support](#) for the Windows 7 operating system. **No security updates will be released for Windows 7 after January 14, 2020**, leaving these devices especially vulnerable to new exploits. If you still have this operating system, an Information Technology Client Support Specialist may contact you over the coming weeks to discuss remediation steps and scheduling options. To schedule an upgrade on your NKU owned computer, please contact the [IT Help Desk](#) for further assistance. If you must stay on Windows 7 beyond January 2020 for specific business reasons, please submit a [service request](#) so that the IT security team can evaluate how to best protect the computer and your productivity.

MLK Help Desk Support Hours

The [NKU Help Desk](#) will be closed January 20th for the Martin Luther King holiday. If you experience a technology emergency when we are not open, you may leave a voice message for the Help Desk (859-572-6911). The on-call technician will return your call. Please be sure to leave your name, username, phone number, and a brief description of your technology emergency.

Norse Tech Bar MLK Hours

The [Norse Tech Bar](#) will be closed Monday, January 20th for Martin Luther King Day. Regular hours will resume Tuesday, January 21st at 8:00 am.

Norse Tech Bar Equipment Loans

Equipment checkouts from the Norse Tech Bar will resume Tuesday, January 21, 2020.

Syllabi Tip

Consider adding technical resource information to your syllabi. Technical support services are available to students. IT offers assistance with hardware, viruses, email and academic software. Please send students seeking support to the [Norse Tech Bar](#) in University Center or refer them to the [IT Help Desk](#).

Check our [IT website](#) for the latest system alerts and news.

Follow updates on Twitter [@NKUCIO](#)