

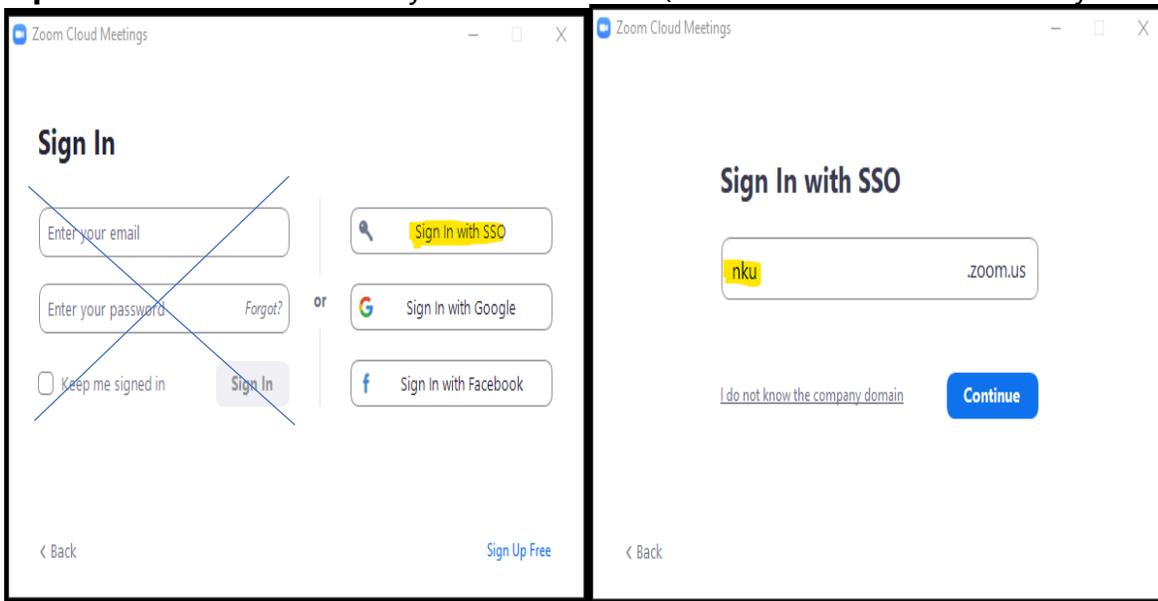
January 2021, Vol 2



## Zoom Sign In

To log into Zoom, use the specific NKU url: <http://NKU.zoom.us> .

To avoid confusion or misunderstanding among users about how to authenticate to Zoom, please remember that **Zoom participants will need to use "Sign in with SSO" and then input the NKU domain.** Only "nku" is needed (.zoom.us is in the selection by default.)



## New IT System to Request Service

NKU's Office of Information Technology is replacing "infra", the technical assistance request system. The current system is 20 years old, inflexible with browsers, is not mobile-friendly, and has reached end-of-life.

We have been implementing a new product to prepare updated forms, knowledge base information, and other features. The "go live" date for the new system is Wednesday, January 27<sup>th</sup>. This is a cloud-based solution designed to improve workflows to provide more efficient service. This single

portal can be accessed by students, faculty, and staff to retrieve information, submit requests for services, utilize the integrated knowledge base, and track projects and workflows.

In the interim, all open service requests in the old system will be resolved or transferred into the new system; there will not be a service delay. The new "Service Desk" is both browser and mobile-friendly, agile, and can be expanded beyond IT.

Service Desk has features including:

- Service Catalog
- Knowledge Base
- Project Management
- Automation
- Workflows
- Reporting & Analytics
- Customizations

For additional information, please see our [custom video](#) to explain the new features.

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## Accessibility Checklist

To ensure the documents you create are accessible to those using assistive technology, make sure to follow the [Accessibility Checklist](#) guidelines. These are good practices to confirm your content is available to everyone.

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## Information Security Reminders

Please keep the following security principles in mind to help you work safely this semester:

1. Be careful with your NKU username and password. Phishers and scammers are getting better, making it hard to tell the difference between their scam emails and legitimate emails. Look for the [EXT] tags in emails. Forward suspicious emails to [Abuse@nku.edu](mailto:Abuse@nku.edu).
  - a. NEVER allow anyone outside of NKU IT support to access your computer (like a tech support scam)
  - b. DO NOT provide cell phone numbers to anyone until you have verified their identity
  - c. Do NOT share passwords with anyone, even colleagues.
  - d. DO NOT re-use the same or similar passwords for NKU accounts, banking accounts, and online shopping accounts. Identity takeover is a prime target for NKU.

- e. If you think someone has access to your account, [change your password](#) immediately and contact the [IT Help Desk](#) for further assistance.
  2. [Connect NKU PCs to VPN for security updates.](#) NKU employees working remotely for extended periods of time must [connect to the NKU VPN](#) occasionally to ensure security updates and other important PC management functions are being performed regularly.
  3. [Protect important University and personal data.](#) Ransomware is both popular and devastating. Whether you handle sensitive data or not, it's a good idea to make and manage data copies in multiple places. Microsoft OneDrive is a great place to securely backup your data files, and has the benefit of access from different devices. NKU's assigned network drives (J:\ or K:\) are also good choices for data backups. External USB hard disks or thumb drives are also good for backups, but you need to ensure external storage devices are encrypted and physically secure.
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## Digital Accessibility

Web editors and those with duties related to NKU web page management should continue to keep digital accessibility in mind. A compilation of resources is available on [NKU's Web Accessibility webpage](#).

A [brief guide](#) has also been developed for quick reference as you are making edits to files and web pages. While digital accessibility entails a wide array of web activities, we ask that you pay special attention to the ten themes addressed in the [Content Creator Guide](#). Please submit an [IT Service Request](#) for digital accessibility assistance.

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## Procurement Process IT Purchases

Before submitting purchase requisitions for technology, please visit the [Procurement webpage](#) and complete the [Form for IT Purchases](#) .

Technology spending represents a large portion of NKU's annual expenses. The IT Purchases Form is an effort to:

- Improve the management of NKU's campus-wide IT Portfolio and related IT Projects
  - Ensure compliance with applicable laws and rules
  - Address campus-wide redundancies and inefficiencies
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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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