

January 2021



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

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### **Start of Semester Classroom Support**

If you are teaching in a classroom and need immediate, urgent technical support **call** the NKU IT Help Desk at **859-572-6911** and **press option 1** to be immediately transferred to our Smart Classroom Dispatch Center. They will respond promptly and dispatch a Client Support Specialist to assist in your classroom.

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### **Healthy@NKU**

Everyone coming to NKU's campus must complete the Healthy@NKU app each day before arriving on campus. There are three ways to access the app:

- Faculty, staff, and students can download the [NKU Mobile App](#)

- Faculty, staff, and students can access the app using self-service in [myNKU](#)
  - Everyone coming to campus can access the app at <http://healthy.nku.edu>
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## Social Security Number on W-2s

For security purposes, Social Security Numbers on NKU issued W-2s will be truncated to the last four digits only. The letter X will replace the first 5 digits e.g.: XXX-XX-1234.

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## WebEx

NKU has standardized its collaboration platforms with both Zoom and Microsoft Teams. With this in mind, the **WebEx application will be unavailable** effective January 31<sup>st</sup>, 2021. Please login and download any saved videos within the WebEx site prior to that date. WebEx meetings and training sessions cannot be scheduled after January 31<sup>st</sup>, 2021.

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## Technology Support Hours

The [IT Help Desk](#) is open for phone (859-572-6911) and [chat](#) support during the following hours:

Extended hours 1/9 – 1/15

- Monday - Friday: 7:00 am – 10:00 pm
- Saturday: 8:30 am – 8:00 pm
- Sunday: 12:30 pm to Midnight

1/16 through the semester:

- Monday - Friday: 7:00 am – 10:00 pm
- Saturday: 8:30 am – 5:00 pm
- Sunday: 12:30 pm to Midnight

Closed Monday January 18<sup>th</sup> and other days the university is closed.

Please remember these tips:

- [Email](#) and online [service requests](#) may be submitted at any time and a support specialist will respond during open hours.
- If you are having trouble with software for class or a computer, the [Norse Tech Bar](#) is available for walk-in assistance in the University Center on the plaza level.

- Norse Tech Bar experts are available to answer questions and troubleshoot computer, tablet, and smartphone problems.
- Printers and lab computers with Microsoft Office and specialized software are also available.
- **Equipment loans are available** for Dell laptops, MacBook Airs, iPads, and internet hot spots.

[Norse Tech Bar's](#) hours of service beginning January 11<sup>th</sup>, are:

- Monday - Thursday: 8:00 am – 5:30 pm
  - Friday: 8:00 am – 4:30 pm
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## **MLK Technology Support Hours**

The [NKU Help Desk](#) will be closed January 18<sup>th</sup> 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.

The [Norse Tech Bar](#) will also be closed Monday, January 18<sup>th</sup> for Martin Luther King Day.

Regular hours will resume Tuesday, January 19<sup>th</sup> at 8:00 am.

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## **Teaching with Technology in a Hybrid Classroom**

Classroom equipment and Zoom capabilities, in an NKU classroom, are demonstrated in [this recorded virtual event](#).

[Schedule a 30-minute one-on-one support appointment](#) with your building Client Support Specialist for questions or additional classroom assistance.

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## **Antivirus**

If you are bringing new technology to campus, or are connecting your personally owned device to the campus network, 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.

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## Mobile App Personalization

The NKU Mobile app provides personalized functionality with the ability to add or remove tiles on your home screen to access your most used features. You may quickly view your benefits, paystubs, email, Healthy@NKU app, and more.

To get the NKU faculty/staff profile on the mobile app choose the appropriate App Store link below:

- [Apple App Store](#)
  - [Google Play Store](#)
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## Online Study Room Reservations

Are your students on campus but taking a class online? Students can [reserve a seat](#) in one of [NKUs Online Study Rooms](#) for a socially distanced space to study and to participate remotely.

For example, if a student has a 9:00 am in-person class, and a 10:00 am virtual/zoom class, then an 11:00 am in-person class, they could reserve space in an online study room for the 10:00 am virtual class.

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## Technology Cleaning Guidelines Refresher

If you choose to use cleaning supplies provided by NKU on the classroom technology equipment, spray the cleaner on a cloth and wipe the equipment. DO NOT spray cleaner directly on the computer, keyboard, monitor, TV, or classroom touch panel.

If you choose to bring your own cleaner/wipes to clean technology equipment, please do not spray any cleaner or use any soaking wet cloth/wipes which could damage the technology. For disinfection strategies you may follow these [directions provided by Dell](#).

[Apple's recommendation to disinfect](#) a computer monitor, keyboard, and mouse is to squeeze excess liquid out of a disinfectant wipe, then carefully wipe the computer

monitor, keyboard, and mouse of a computer that is turned off and disconnected from electricity.

Remember, **do NOT spray** disinfectant on your technology equipment.

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### **Procurement Recap**

When saving carts on vendor websites, you need to follow up with a purchase requisition (PR) for the 'saved cart' to be ordered. The order will **not** be placed by simply saving the cart.

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### **Technology Reminder**

Per the Safe Colleges re-entry training, if you are working on campus, remember to take your laptop and work materials home with you each day.

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

Follow updates on Twitter [@NKUCIO](#)