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January 2022



Happy New Year from The Office of Information Technology!

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## Canvas Date Settings

With the Spring 2022 delayed start of classes, faculty may need to adjust their Canvas "Start" and "End" dates to ensure students are able to access their classes.

Faculty should go to "Settings" in their Canvas course. There are "Start" and "End" dates that are left blank by default. If a faculty member has entered dates, they will **not** be automatically updated. Faculty will need to manually edit their preferred dates.

NOTE: Accelerated Online Courses have dates that are set programmatically. These courses will be date adjusted automatically.

**Term:** 2022 Spring

**Participation:**

Course participation is limited to **course** start and end dates.

**Start**



**End**



Please contact the [IT Help Desk](#) for assistance.

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

If you need immediate, urgent technical support in a classroom, **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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### **Hotspot Availability**

Due to the recent surge of the Omicron variant of COVID 19, hotspots are available for check out from the Norse Tech Bar. Please complete a request with justification using [this form](#).

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### **Adjusted Hours for Norse Tech Bar Support**

The [Norse Tech Bar](#) hours:

- Monday – Friday, January 5-14: 8:00 am – 4:30 pm
- Saturday-Monday, January 15-17: Closed

Regularly scheduled hours will resume **Tuesday**, January 18.

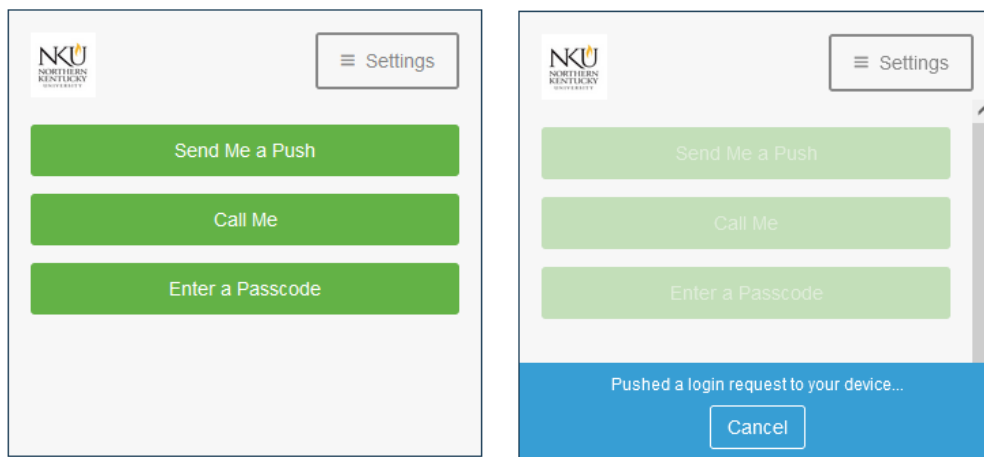
- Monday – Friday: 8:00 am – 6:00 pm
  - Saturday-Sunday: Closed
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### **Multifactor Authentication**

IT is offering faculty and staff the option for multifactor authentication (MFA) using Duo Mobile.

- *What are the benefits?*
  - This feature 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.
- *How does it work?* An application is installed on your mobile phone. When you try to log into your NKU account with Multifactor authentication, you will receive an option for methods to approve or deny access to your NKU account:

For security reasons, we require additional information to verify your account



After selecting your choice for how to receive the communication, you will get a message on your mobile phone to accept or deny the security request from Duo. Be sure to deny any request that you are not expecting.

For complete instructions please visit the IT Knowledge Base article about [Duo Multi-Factor Authentication](#).

- [Duo Mobile for iOS](#)
- [Duo Mobile for android](#)

## **Do not Use TeamViewer on NKU-Owned Computers**

If you are using any version of TeamViewer software on NKU owned computers you must uninstall it immediately as it violates University policy and TeamViewer's licensing terms. Educational institutions are required to use non-personal, commercial licensing. It is important to note that simply purchasing a personal license for an NKU owned computer is not allowed per the terms of the TeamViewer Licensing Agreement.

NKU IT is actively monitoring for TeamViewer software usage and will contact users to remove any installations of TeamViewer software.

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## **Encryption and Personally Identifiable Information (PII)**

Email is **not** a secure method to share sensitive data or personally identifiable information (PII). This is particularly important as we approach tax season. Remember not to email social security numbers, tax documents or credit card numbers unless the email is encrypted.

Email messages can be compromised if they are intercepted in transit. Encrypting email is quick and easy with Outlook. See NKU IT's easy-to-follow [email encryption instructions](#) for how to send and how to open encrypted emails.

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

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