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January 2023



Happy New Year from The Office of Information Technology!

Classroom Technical Support

IT support will be available the first two days of classes, from 8:15 – 4:30, in the following buildings:

- Business College - first floor outside room 134
 - Math Psychology - third floor outside room 302
 - Science Center - third floor outside room 313
 - Fine Arts - third floor outside room 312
 - Landrum - fourth floor near elevators
 - Health Innovation Center (HIC) - outside room 221
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Classroom Computers

Make sure to give yourself extra time to log in to classroom computers on the first day of class! Classroom computers may have updated over winter break and it may take a few minutes to set up your profile.

Remember, you should not save documents locally on classroom computers. Instead use cloud storage via OneDrive, which can be accessed through webmail.nku.edu. Contact the IT Helpdesk at 859-572-6911 for more information on this process.


Technology Support Hours

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

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

[Email](#) and online [service requests](#) may be submitted at any time and a support specialist will respond during open hours.



To chat with a Help Desk Technician, click the speech bubble symbol  in the lower right corner of the [IT Help Desk webpage](#).

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 for use. Equipment loans are obtainable for Dell laptops, MacBook Airs, and iPads. Hours of service are:

- Monday - Thursday: 8:00 am – 6:00 pm
 - Friday: 8:00 am – 4:30 pm
 - Closed Saturday and Sunday
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DUO Multi-Factor Authentication

Multi-Factor Authentication (MFA) is a more secure way to log in to online accounts. It requires you to verify your identity after entering your username and password, typically by verifying a code that is sent via email or text message. In this case, the first factor is your password, and the second factor is the code you must verify. You may already be

familiar with multi-factor authentication, as many companies use it as part of their online login process. NKU uses Duo for multi-factor authentication.

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

- [Duo Mobile for iOS](#)
 - [Duo Mobile for android](#)
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AEM Digital Asset Manager

Web Editors are asked to remove all unused PDFs from the AEM Digital Asset Manager (DAM). Please contact the Help Desk to [schedule a consultation](#) for assistance. Marketing & Communication and the IT Accessibility team look forward to helping you!

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.

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.

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

Check our website for the latest system alerts and news.

Follow updates on Twitter [@NKUCIO](#)
