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January 2025



Happy New Year from the Office of Information Technology!

LinkedIn Learning

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Data Clean up!

Help keep our systems organized and efficient! Please take a moment to review and clean up your stored PC data, Department drive, and OneDrive. Delete outdated files, archive important ones, and ensure everything is stored in the correct location. Let's stay clutter-free and secure! Please see the [Records and Information Management Policy](#) and the [University Records and Information Management webpage](#) for detailed retention and archiving requirements.

Classroom Computers

Make sure to give yourself extra time to log in to classroom computers on the first day of class. These computers may have been updated over winter break and it may take a few minutes to reconfigure 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 Help Desk](#) for more information on this process.

Technology Support Hours

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.

Norse Tech Bar support hours are:

- Monday – Thursday, 9:00 am – 4:30 pm
- Friday, 9:00 am – 2:00 pm, limited coverage.

The [IT Help Desk](#) support hours:

- Monday through Friday, 7:00 am – 10:00 pm
- Saturday through Sunday, closed.

Both the Norse Tech Bar and the Help Desk will be Closed Monday, January 20 in observance of Martin Luther King Day.

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

AI Companion in Zoom: Your Smart Assistant for Meetings

Zoom users can now enhance their meeting experience with the **AI Companion**, an intelligent assistant designed to provide valuable support during meetings. The AI Companion can answer questions by accessing relevant Zoom data, including meeting summaries, Team Chat messages, shared documents, and other enabled data sources.

To help users better understand the [AI companion features](#), Zoom has created a dedicated information page. This resource includes detailed feature descriptions and step-by-step instructions for [how to enable or disable the AI Companion](#).

Beware of Quishing Scams: Protect Yourself Online

Quishing scams involve QR codes embedded in emails, flyers, or websites that redirect you to malicious sites or steal your personal information. These deceptive codes can appear legitimate, but once scanned, they can compromise your data or infect your device.

How to Avoid Quishing Scams:

1. **Verify Sources:** Only scan QR codes from trusted and verified sources.
2. **Preview the Link:** Use your device to preview the URL before visiting it. Look for unexpected or suspicious web addresses.
3. **Be Cautious with Emails:** Avoid scanning QR codes in unsolicited emails or messages.
4. **Enable Security Features:** Keep your device and apps updated and use security software to identify threats.

Stay vigilant, and don't let convenience compromise your safety.

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 to NOT email social security numbers, tax documents, or credit cards 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.

Stay Informed with NKU IT's "X" Account

Follow the [NKUCIO](#) account on "X" (previously Twitter) for the latest IT updates, technology tips, and important announcements. Stay up to date with real-time information on system maintenance, security alerts, and more. Don't miss out – stay connected with IT on "X".

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, reviews, and options](#) online.

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

Check our website for the latest system alerts and news.

Follow updates on Twitter [@NKUCIO](#)
