



Zoom Updates

Waiting Room now under the Security section when *scheduling* a meeting:

When scheduling a meeting, the Waiting Room setting is now available under a Security heading. To access the waiting room settings, go to [Zoom](#) > Sign in > Settings > Security > Waiting Room.

Meeting and webinar passwords now called Passcodes: Meeting passwords will now be called "Passcodes" and are meant to be shared. Your account or user password, should never be shared.

Starting September 27th, Zoom will require that all meetings have a Passcode or a Waiting Room enabled.

Digital Inclusion

Tips to help your online events and class lectures:

Speak clearly and directly into your microphone. Too much distance, movement or background noise impedes the listening ability of your audience.

Ensure the availability of captions in live events ahead of time. Clear messaging to your audience about the availability of captions is important. Microsoft Teams has artificial intelligence (AI) built into the captioning of scheduled meetings.

Teaching In a Hybrid Classroom

Wondering what a hybrid classroom will look like? IT is hosting multiple virtual events to train faculty on best practices, using new classroom equipment and using Zoom in the classroom.

The trainings will be recorded and can be shared later if you are unable to attend. 30 minutes of training and 30 minutes for Q&A.

[Sign up](#) to attend the virtual training(s) in buildings you will be teaching:

- BC – Tuesday 8/11 1:00pm
- FA - Thursday 8/6 2:00pm
- FH/HE – Wednesday 8/5 11:00am
- GH -Tuesday 8/11 10:00am
- LA – Friday 8/7 1:00pm
- MP – Monday 8/10 10:00am
- NH - Wednesday 8/12 2:00pm
- SC - Thursday 8/6 11:00am

Norse Tech Bar

The [Norse Tech Bar](#) will reopen starting Monday August 3rd. Hours will be 8:00 AM – 4:30 PM, Monday through Friday.

Watch for information coming soon about scheduling appointments to promote social distancing and alleviate waiting in lines for service.

Help Desk Extended Hours

The [IT Help Desk](#) will be open extended hours the weekend before classes begin.

Hours will be:

Saturday, August 15 - 8:30 AM – 8:00 PM

Sunday, August 16 - 12:30 PM – midnight

Our regular hours will remain:

Monday - Friday: 7:00 AM – 10:00 PM

Saturday: 8:30 AM – 5:00 PM

Sunday: Noon – 8:00 PM

Schedule a Technology Support Appointment

You may schedule a 30 minute support appointment with your building Client Support Specialist. Appointments can be scheduled through the end of December and there is a 4-hour minimum scheduling notice. Appointments can be scheduled after 9:15 AM.

Meetings with IT technicians are scheduled virtually via *Zoom* appointments, however if you prefer a face to face meeting, please indicate that in the "what topic do you want to discuss" section. Please note, due to limitations of the software, you will still receive a Zoom invitation, even though the client Support Specialist will meet you for a socially distanced face to face meeting.)

To [schedule your support appointment](#),

- Select your building, or General IT Help
- Select your preferred day
- Select your preferred time
- Click *Confirm*
- Complete your name, email, and topic you would like to discuss
- Click *Schedule Event*
- You will receive an email confirmation and a calendar invitation with the Zoom link to connect.

You will receive two meeting reminder emails; 24 hours and 2 hours before the meeting.

You will also receive a follow-up email 1 hour after the meeting thanking you and asking you to complete a quick survey to rate your experience.

Daily Reminder

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

How to Access Software Remotely

NKU offers a convenient solution for accessing NKU software from any internet connected device, regardless of where you are, – A virtual desktop.

If you use virtual labs, often referred to as VMware, remember that you are accessing an NKU virtual desktop, not your personal workstation. All files not saved using cloud storage (e.g. OneDrive) or to the J: or K: network drives will be lost when you disconnect.

[Virtual Lab instructions](#)

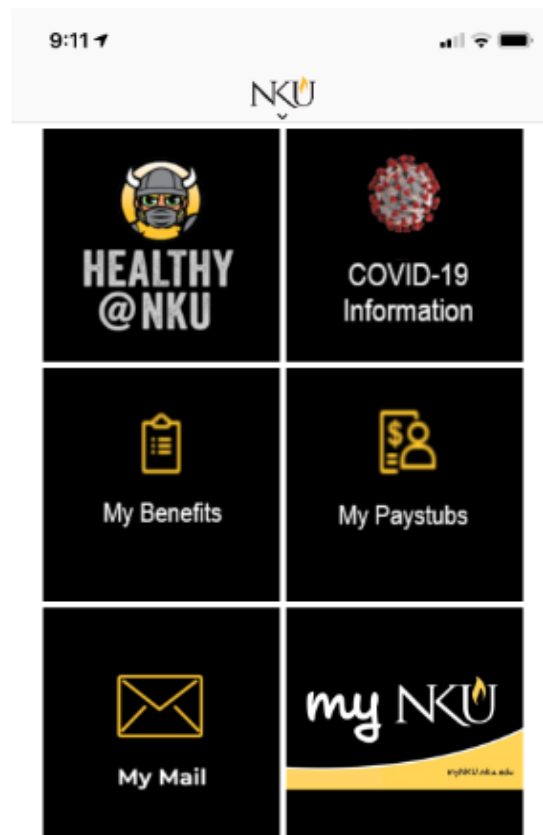
[Virtual Lab software lists](#)

NKU Mobile App Profile for Faculty and Staff

NKU has a new profile for the NKU Mobile Application specifically for faculty and staff! Directions are located at the top of the [NKU IT webpage](#).

After logging in with your NKU credentials, you will see this functionality:

- Healthy@NKU app
- COVID-19 Information – link to the NKU COVID-19 website
- My Benefits – to view your current benefits
- My Paystubs – to view your paystub history
- My Mail – opens NKU email from the app
- myNKU – opens to the My Inbox landing page



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

- [Apple App Store](#)
 - [Google Play Store](#)
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The Five Basic "P's" of Security

1. **Passwords:** Update your password / passphrase with a strong level of complexity and do not share your information with anyone
 2. **Patches:** Update your computer's operating system and important applications used frequently like Microsoft Office, Adobe Acrobat, and web browsers like Edge, Firefox, Chrome, and Opera. Update your antivirus software and check to ensure it is functioning properly
 3. **Protect Data:** Understand and protect sensitive data while online / lock your computer when away or offline. Learn more with [NKU's Data Security Guide](#).
 4. **Policies:** Understand your role and responsibilities as a user of NKU systems and networks with NKU's [IT Policies](#).
 5. **Phishing:** Scammers target remote workers/learners. Pay attention to email or call details. Confirm request validity. Do not overshare information. Contact the [IT Help Desk](#) if in doubt.
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Web Editor Accessibility Training

This is a reminder that all web editors are required to attend web accessibility training. Attendance is being recorded and those who do not attend training will lose their editing access. Please don't forget to [sign up](#)!

Jabber Reminder

Cisco Jabber is software used to simulate a phone on your computer. Anyone wanting to setup Jabber must contact the help desk and request a personalized Jabber account prior to installing the Jabber software.

Borrow a Laptop / Headset / Microphone / Hotspot / Web Cam

Contact the [IT Help Desk](#) or email NorseIT@nku.edu to request equipment for teaching or working remotely. Laptop computers, headphones, microphones, web cameras, and internet hotspots are available to borrow. This equipment will help to create a reliable working and teaching environment.

IT also has equipment to loan to students who are taking summer classes and need technology. Advise your students to contact the [IT Help Desk](#) or email NorseIT@nku.edu to request equipment.

Student Canvas Help

If you find yourself providing training for how to use Canvas, you can refer your students to [CITE's student resource page](#). Additionally, Canvas has a comprehensive list of [student guides](#). The [IT Help Desk](#) is also available to provide student assistance.

Check our [IT website](#) for the latest system alerts and news.
Follow updates on Twitter [@NKUCIO](#)