

July 2020



## Zoom Requiring Passcode or Waiting Room

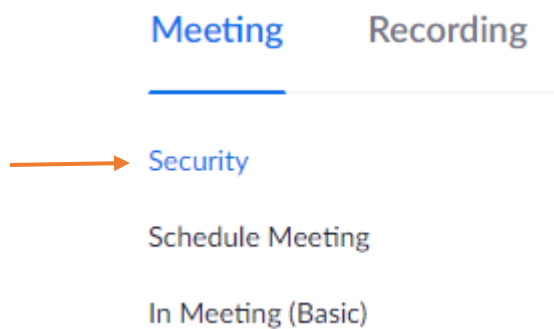
Starting July 19th, Zoom will require that all meetings have a Passcode or a Waiting Room enabled. Zoom will enable a Waiting Room for meetings that do not have either a Passcode or Waiting Room enabled by July 19<sup>th</sup>.

These security measures were designed to give you control over your meeting security options while keeping the 'join experience' as frictionless as possible.

To customize the Waiting Room experience with an approved list of domains that can bypass the Waiting Room and **directly join** the meeting:

Go to [NKU.Zoom.us](https://nku.zoom.us) and log in with your NKU credentials.

1. Enter **Settings** on the left side, then **Security**, under **Meeting**:



2. Scroll to **Waiting Room**
3. Under **Choose which participants to place in the waiting room**, select: **Users who are not in your account and not part of allowed domains**


Choose which participants to place in the waiting room:

- Everyone
- Users not in your account
- Users who are not in your account and not part of the allowed domains

4. Click **edit allowed list**
5. Type **nku.edu** into allowed domains box, then click **Save**

## Edit Allowed List

Allowed domains

**Save** Cancel

This functionality will allow nku.edu participants to immediately enter the Zoom meeting without being put in the waiting room.

You can find your scheduled meetings [without a Passcode](#). If Passcodes are added, calendar invites for any existing meeting will need to be resent to include the Passcode. New meetings will have the Passcode automatically embedded in the meeting link.

For more details, you can visit Zoom Support page's comprehensive [FAQ document](#). If you have additional questions, please contact the [IT Help Desk](#).

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## Canvas Maintenance July 8<sup>th</sup>

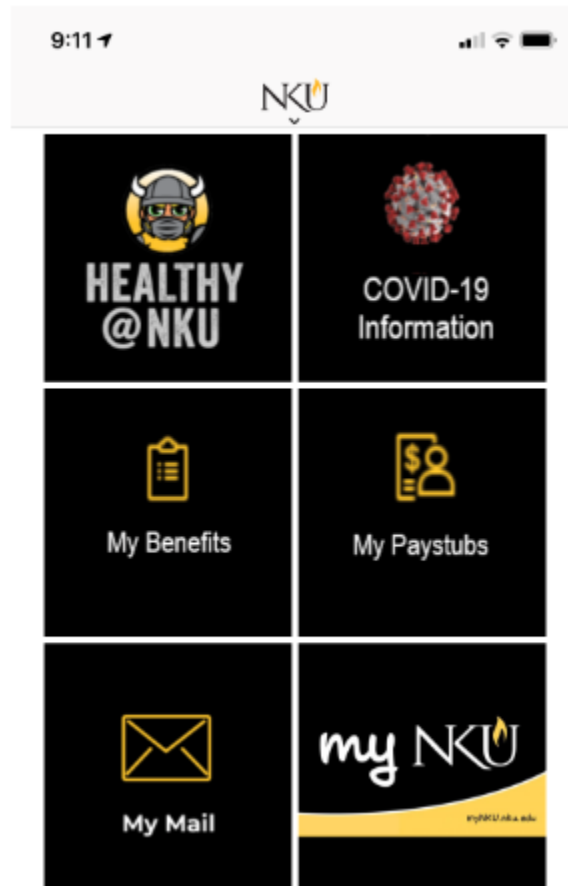
Canvas will be down for all users on July 8<sup>th</sup> at 1:00 AM. The system will be down for up to 30 minutes while the maintenance event is underway.

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## NKU Mobile App for Faculty and Staff

NKU has a new Mobile Application specifically for faculty and staff! 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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## 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!](#)

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## **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.

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## **Air Sketch Wireless Whiteboard**

NKU has purchased an enterprise wide license for [Air Sketch Wireless Whiteboard](#). This tool allows you to use an iPad as a digital whiteboard, that you can then record, and share with students and colleagues. Please contact the [IT Help Desk](#) to request a license.

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

Contact the [IT Help Desk](#) or email [NorseIT@nku.edu](mailto: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](mailto:NorseIT@nku.edu) to request equipment.

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## **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.

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## **Schedule a Technology Support Appointment**

You may schedule a 30 minute support appointment with your building Client Support Specialist. Appointments can be scheduled out to July 31<sup>st</sup> at this time, and there is a 4-hour minimum scheduling notice. Appointments can be scheduled after 9:15am.

Remember the IT technicians are not on campus, but they are available virtually via *Zoom* appointments.

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 virtually.

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.

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