

July 2021



VPN Access for Computer Health

It is important to connect your NKU-provided computer to the VPN occasionally. The computer communicates with NKU security and management systems to keep it healthy, safe, and operating without issue.

You should [connect to the VPN](#) a minimum of twice a month; this can be done at any time. Your computer will perform any necessary updates in the background.

You may be notified that security patches have been installed, requiring a reboot of the computer, which is normal and expected behavior. Regular VPN connection will help ensure your PC receives security patches promptly, resolves certificate issues, addresses new virus and malware threats, and also keeps your computer "active" in NKU management systems. Contact the [IT Help Desk](#) for assistance.

Social Media Security

Do not post any NKU ID cards on Social Media. This includes your AllCard or NKU departmental ID Cards. The information on those ID cards can be used to access and control your NKU accounts from anywhere, on or off-campus. This includes but is not limited to your email, myNKU personnel information, academic transcripts, and student grades.

Lab Software Request for Fall Semester

As part of annual maintenance, all lab and classroom computers have the operating system reinstalled to clear the clutter that accumulates during a school year. Therefore, any specialized software previously installed on computers will NOT be automatically reinstalled unless IT receives a request to do so.

If you would like any software added or retained in departmental labs, smart classrooms, or IT computer labs, [submit a service request](#) by **this Thursday, July 15th**, along with appropriate licensing verification.

Because of the complexity of running multiple applications for instructional use, software requests submitted after the deadline may not be available for beginning of the semester use.

New Zoom Feature

Zoom has added a feature for users who want to add a pronoun value. Review the instructions for adding your defined profile on the [Zoom "Sharing Profiles" webpage](#). Contact the [IT Help Desk](#) if you need assistance in configuring this feature.

Norse Tech Bar Hours

Summer hours for the Norse Tech Bar through August 8th are:

- Monday through Thursday, 9:00 am to 4:30 pm
- Friday availability is by appointment only
- Closed Saturday and Sunday

Hours for the weeks of August 9th through August 21st are:

- Monday through Friday, 8:00 am to 4:30 pm
- Closed Saturday and Sunday

Hours for the fall semester are:

- Monday through Thursday, 8:00 am to 6:00 pm
- Friday, 8:00 am to 4:30 pm
- Closed Saturday and Sunday

Please let us know if you would like technical support!

Canvas Maintenance Outage

Due to a maintenance upgrade, **Canvas will have an outage Thursday, July 15, 2021**, from 1:05 am – 3:05 am. Even though the outage window is two hours, they anticipate actual downtime to be no more than ten minutes within that timeframe.

Zoom Academy

Zoom is offering its **free, virtual** Zoom Academy education conference on **Wednesday, July 28, 2021**. This promises to be an impactful and exciting program that will help educators prepare for new challenges the shift to hybrid learning will bring. Colleagues, thought leaders, and education partners will participate in this professional development event to hone their skills and gain new insights on building a future-proof classroom.

As part of attending this event you will have access to:

- Inspiring speakers!
- Training certification and badges for using Zoom in educational spaces
- The latest product announcements
- Zoom demos and curated partner experiences

You can [register to attend now](#) through July 28.

Help Desk Summer Hours

IT Help Desk summer hours are:

- Monday through Friday 7 am to 10 pm
- Saturday 8:30 am – 5 pm
- Sunday noon – 8 pm

IT Help Desk fall hours will begin August 23, 2021:

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

Visit the [IT Help Desk](#) for technical support.

Cleaning Technology / Phones on Campus

If you choose to use cleaning supplies provided by NKU on the classroom technology equipment, spray the cleaner on a cloth and wipe the equipment. **DO NOT** spray cleaner directly on the computer, keyboard, monitor, TV, phone, or classroom touch panel.

If you choose to bring your own cleaner/wipes to clean technology equipment, please do not spray any cleaner or use any soaking wet cloth/wipes which could damage the technology. For disinfection strategies, you may follow these [cleaning directions](#).

Remember **NOT to spray** any cleaning solution on your technology/phone equipment.

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