

July 2022



### **WebEx Discontinuation**

WebEx will no longer be licensed or supported as of August 1, 2022. Zoom and Microsoft Teams are the collaboration tools supported by NKU.

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### **New Business Process for Contracts**

Procurement Services has a new business process for submitting a "[Contract Cover Sheet](#)" through the Team Dynamix ticketing system.

The new process will allow you to complete and submit the form online as well as attach the vendor's contract. Once the form has been submitted online you will receive a confirmation email with a ticket number for reference. The ticket number can be used to follow up and to view the status of your contract in the workflow. Once all approvals are completed on the form, you will receive an email that your contract has been "Approved". If for some reason the contract has been rejected you will receive an email stating "Please contact Procurement Services for Details". Please be aware no signatures are required, as the contract goes through workflow, it is approved or rejected.

Using this process will allow you and the Procurement Office to track all Contract Cover Sheets. Your ticket number will be your key to viewing the current status of your request as well as a future reference for any contract-related matters. You will be able to view your submitted tickets through the NKU Service Desk under [Services – Ticket Requests](#).

For contract questions or training and instructions on "how to approve" please contact [Holly Vasquez](#) in Procurement.

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## Fall Software request

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 [service request](#) to do so.

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

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## Perceptive Content Upgrade

Perceptive Content (previously ImageNow) is NKU's document imaging system. It will undergo an upgrade, **Friday, July 15**. Each Perceptive Content user's client will need to be updated. NKU IT has created an automated process to install this update. If the update does not complete on your computer, please contact the [IT Help Desk](#) for assistance.

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## Professional Writing Assistance

Consider using the free version of [Grammarly](#) for more professional and effective writing. Grammarly works in your browser, apps, Microsoft Office, and more. Grammarly provides real-time suggestions to improve grammar, spelling, and clarity, as well as fluency, style, and tone.

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## Website Compliance

NKU's website maybe the first and only impression that potential students see. Ensuring that our website is accessible to all will create a more satisfying and enjoyable customer experience.

NKU's website must follow compliance regulations to:

1. Protect NKU from lawsuits
2. Provide a seamless customer experience
3. Improve search engine rankings
4. Foster a better brand reputation

If you need assistance making your webpages more accessible, please [submit a service request for a one-on-one consultation](#).

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## **DUO Multifactor Authentication**

Sign up for a more secure way to login to online accounts using [multifactor authentication](#). This will eliminate the challenge of having your password expire every 90 days. Remember with DUO multifactor authentication your password will not expire for 365 days!

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## **How to Map your J: and K: Drives**

Mapping your network drives allows you to access files saved to your J: and K: drives. [Drive Mapping Instructions](#) are available to assist you. Please contact the [IT Help Desk](#) if you need additional support.

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<https://nku.edu/it>

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