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 Saturday, July 15, 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 use at the beginning of the semester.

IT Maintenance Window
Saturday, early mornings from midnight to 6:00 am are the NKU IT maintenance windows. IT does not publicize outages during these maintenance times, however, we want to remind campus that services may be unavailable during these weekly timeframes while upgrades and changes are made to services.

IT Service Alerts Web Page
For alerts regarding which services will be unavailable, see IT’s Service Alerts web page.

Additionally, you can check the status of some cloud-based services from this webpage. Status pages are available for:

- Canvas
- Engagement (Presence)
- Kaltura
- Microsoft Office 365
- Microsoft Teams
Technology Service Hours
Help Desk
Monday – Friday: 7:00 am – 10:00 pm
Saturday – Sunday: Closed

Norse Tech Bar
Monday – Thursday: 9:00 am – 4:30 pm
Friday: Limited Coverage 9:00 am – 2:00 pm
Saturday – Sunday: Closed

https://it.nku.edu/
Check our website for the latest system alerts and news.
Follow updates on Twitter @NKUCIO