

June 2020



Malwarebytes

We tend to click "Accept" on the license agreements during installations of free, downloadable software. The software we use at home may be licensed as "free for personal use", unfortunately, this does **not** mean you can use the same software on NKU computers, even though you may be the exclusive user of that particular computer.

If you are using any version of Malwarebytes security software for PC, Mac, or web browsers on NKU owned computers you must **uninstall it immediately** as it violates University policy and Malwarebytes' licensing terms. Educational institutions are required to purchase corporate licensing. It is important to note that purchasing a personal license for an NKU owned computer is **not allowed** per the terms of the Malwarebytes License Agreement.

NKU IT is actively monitoring for Malwarebytes software usage and will contact those users to remove any Malwarebytes software.

NOTE: This requirement does NOT apply to any personally owned devices, only to NKU owned computers. If NKU bought the computer, it may not run Malwarebytes software.

If you do not know how to perform the uninstall task or have questions about the software, please contact the [NKU IT Help Desk](#).

Griffin Hall Network Outage

Friday, June 19th, from 6 AM to 8 AM Griffin Hall will have a network outage while network maintenance is performed. All network and phone services in Griffin Hall will be down during this maintenance.

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 31st at this time, and there is a 4-hour minimum scheduling notice. Appointments cannot be scheduled before 9:15am.

Remember the IT technicians are not on campus, but they are available 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.

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.

Do your students need help navigating Canvas?

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](#)