

June 2021



Verizon Hotspot Recall

The Norse Tech Bar has replacement loaner hotspots available. Faculty and staff may stop by anytime during open hours to swap their recalled Ellipsis hotspot for a new one.

If you are unable to come to campus to swap your recalled hotspot, please contact the [Norse Tech Bar](#) to have a replacement sent to you (via UPS or FedEx) and to receive a prepaid shipping label to return the recalled unit to NKU.

Norse Tech Bar Summer Hours

Summer hours for the Norse Tech Bar are:

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

Please let us know if you would like technical support!

Canvas Course for Web Accessibility

To ensure your web pages are up to date with the most recent accessibility standards, the IT Training Team has created a self-directed [accessibility training](#) course in Canvas. This course provides video instruction, training documents, and an assessment to validate your training participation.

[AEM Web Editor training classes](#) are also available in a face-to-face (virtual) class if you prefer to speak with the instructor and ask questions.

Accessibility training is **required** for all web editors, so make sure you have completed the training to maintain your web editing access.

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.

Zoom Keyboard Shortcuts

Here are some Zoom keyboard shortcuts to save you time.

- **I = invite.** Press **Cmd+I** (macOS) or **Alt+I** (Windows) to jump to the Invite window, where you can grab the link to the meeting or send invitations to others via email.
 - **M = mute.** Press **Cmd+Ctrl+M** (macOS) or **Alt+M** (Windows) when you are the meeting host and want to **mute everyone** else on the line.
 - **S = share.** Press **Cmd+Shift+S** (macOS) or **Alt+Shift+S** (Windows) to share your screen.
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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 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 use at the beginning of the semester.

Plan ahead and submit your software request now!

Digital Accessibility is Top Priority at NKU

Digital access is important to an inclusive student-ready campus and it is the law. ADA enforcement for state and local agencies such as universities is increasing and [litigation is up 50 percent](#). To ensure compliance, all web editors need to train and prioritize these best web practices:

- Properly nested heading tags
- Images have descriptive alt text
- Hyperlinks with descriptive text
- Transcripts or captioning for videos

Register for the self-directed [accessibility training](#) in Canvas, to ensure you are up-to-date on the latest accessibility standards. NKU IT will certify your website compliance. If you still have questions, please submit a service request for a [one-on-one consultation](#) with our accessibility specialists, or visit the [web accessibility site](#).

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

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

Emergency Broadband Benefit Program

The Federal Communications Commission (FCC) has announced an [Emergency Broadband Benefit Program](#). This program allows eligible households, which include those with a Pell Grant recipient or that have experienced significant income loss since February 2020, to receive a \$50 monthly discount for broadband access. The program also provides up to a \$100 one-time discount for a computer or tablet.

This is a significant opportunity for eligible families who have struggled with internet challenges. The FCC's pre-existing eligibility verification system may result in process delays for post-secondary students.

See the [registration site](#) to sign up. Additional information is available on the [FCC website](#).

Phishing, Vishing, and Smishing!! Oh My!

With rapid digital advancements, several advanced and large-scale cyber threats have been appearing across the globe. These cyber-threats can be very diverse, occurring in various forms, using different methods. Due to their complexity, many people become victims. Phishing, Smishing, and Vishing are three methods scammers use to convince people to fall into their trap and reveal their confidential data.

Phishing refers to scams involving scammers who pretend to pose as an institution and convince people to provide their sensitive, personal, and confidential data. Phishing scammers typically use emails to fake fraudulent contact. This is a term that includes all kinds of cyber communication which causes trouble for organizations and people. If you receive such an email, do **not** respond! Many of these messages are automated, and by responding, you have identified your account as "real and active", resulting in attackers re-doubling their efforts. Forward phishing emails to abuse@nku.edu.

Smishing is a form of a phishing attack used through a text or SMS message through your phone number. Smishing is particularly scary because people tend to be more inclined to trust a text message than an email. The information a smisher is looking for can be anything from an online password to your Social Security Number to your credit card information.

Another option used by smisher is to say that if you don't click a link and enter your personal information that you will be charged per day for use of a service. If you haven't signed up for the service, **ignore the message**. If you see any unauthorized charges on your credit card or debit card statement, contact your bank.

Vishing refers to voice phishing, where a scammer places phone calls to conduct their cyber-attacks. The scammers use social engineering through which they convince people to reveal their personal information. These callers usually identify themselves as people offering bank loans or prizes. Sometimes they claim that the victim's bank account has been disabled and their confidential information, such as credit/debit card details are needed to rectify the issues.

If you receive a call you believe may be a vishing call, hang up immediately. Contact your bank directly using the phone number you have for your bank or credit card company. **Do not respond** to the person calling you.

Phishing, smishing, and vishing attacks can have very serious repercussions. Take measures to avoid being scammed. With a bit of caution, you prevent identity theft.

Check our [IT website](#) for the latest system alerts and news.

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