



IT Support for your Personal Computing Devices

NKU IT offers support for your personally owned computing devices during this time of teaching and working remotely. Please contact the [IT Help Desk](#) for assistance.

Zoom Sharing Enhancements

As of **March 26th**, the [screen sharing settings](#) within [Zoom](#) have automatically defaulted to "Only Host". By default this setting gives faculty or meeting hosts sole permission to share content within their meetings.

How do I give meeting participants the ability to share?

If you'd like to give participants screen sharing permission when hosting your next meeting, simply click the arrow to the right of the **Screen Sharing** icon, select **Advanced Sharing Options** and select **All Participants**.

Upgrade to Windows 10

Microsoft has [quietly continued the free upgrade offer](#) to Windows 10 from Windows 7 or 8. You can still upgrade any PC with a [genuine](#) Windows 7 or Windows 8 license to Windows 10.

[How to Geek](#) provides detailed directions for how to perform the upgrade.

Upgrading to Windows 10 is key to mitigating security risks. For the [recommended minimum computer configuration](#) see the IT website. Additionally, to minimize risks always use a supported web browser, such as Chrome or Firefox, or download the virtual desktop.

How to Hold Virtual Office Hours

To hold virtual office hours for your classes, you can use the [Waiting Room](#) feature in Zoom to set this up. This feature allows you to select the students one by one.

1. In your Canvas course, from the left menu, click **Zoom**.
2. Click **Schedule a New Meeting**.
 - a. In the **Topic** header, name your Zoom meeting "Office Hours."
 - b. Under **Time Zone**, check the "Recurring meeting" checkbox, then from the "Recurrence" drop-down menu, **select NoFixedTime**. (This will generate a meeting link that can be used at any time and will expire after 365 days.)
 - c. Under **Meeting Options**
Deselect **Enable join before host**. (Students who join the meeting before you will see a notice to wait.)
Select **Enable waiting room**.
 - d. Click **Save**.

Once your meeting has been created, you may share it in one of the following ways, making sure to also state when you will hold your office hours:

- (a) Copy the **Invite Attendees Join URL** and share it with your students via an Announcement or email.
- (b) Click **Copy the invitation link** to copy and send the meeting information listed to your students via an Announcement or email.
- (c) Tell students to access the meeting by clicking Zoom from the Canvas menu.

In your message, make sure to state when you will hold your office hours.

Network Maintenance

IT will be performing network maintenance in the Campus Recreation Center (CRC) on **Thursday, April 2**, between 5-7 p.m. This maintenance will result in 10-minute rolling network outages of both the wireless and wired networks. This will affect anyone attempting to remote into a desktop in the CRC during this time.

Answers to your Canvas Questions

Visit the Canvas section of the [Teach Remotely](#) web page to find links to answer your Canvas questions.

- [To add a Module](#)
 - [Add Assignments, Pages and Files to a Module](#)
 - [Adding a Page to a Module within Canvas](#)
 - [How to create a no Submission Assignment](#)
 - [Publishing in Canvas](#)
 - [Discussions](#)
 - [Gradebook](#)
 - [Full list of instructor guides](#)
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Zoom Installation and Instructions

Zoom is fully FERPA compliant. Faculty, staff, and students all have [Zoom](#) licenses. To get registered go to <http://NKU.Zoom.US> and log in using your NKU credentials (username and password). Zoom allows you to deliver course content, hold virtual office hours, host meetings and collaborate.

Additional information is being added to the [Virtual Campus Teach Remotely](#) website with documents and tutorials to explain the features of Zoom. This [tutorial](#) has been created to help you get started with using Zoom inside your Canvas courses. [Additional Zoom tutorials](#) are available to show you additional functionality.

Zoom Bombing

There is a default setting on Zoom that permits any meeting participant to share their screen. Meeting hosts should be aware that anyone who has the link to a public meeting can jump in (bomb). These links are often shared on social media and are easy to find on public event pages.

Here are some reminders for using Zoom to host public events:

- When you share your meeting link on social media or other public forums, your event becomes **extremely** public. ANYONE with the link can join your meeting.

- Avoid using your [Personal Meeting ID](#) (PMI) to host public events. Your PMI is basically one continuous meeting and you don't want random people crashing your personal virtual space after your meeting is over.
- [Learn about meeting IDs](#) and how to generate a random meeting ID ([at the 0:27 mark](#)) in this [video tutorial](#).

Familiarize yourself with Zoom's settings and features so you understand how to protect your virtual space. For example, the [Waiting Room](#) is an exceedingly helpful feature, allowing hosts to control who comes and goes. For additional Zoom information visit [IT's Virtual Campus](#)

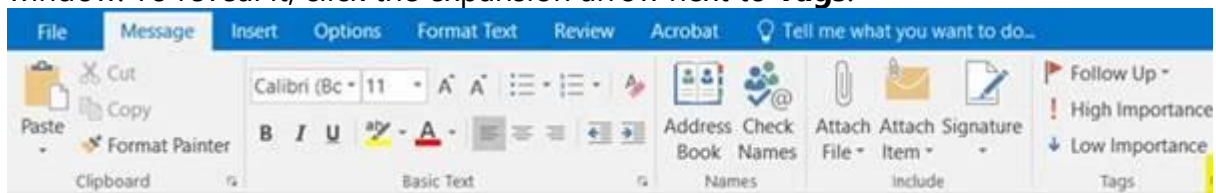
Emailing Securely

Remember to encrypt email messages with sensitive information. For example, vendor forms may contain sensitive information like SSN's, TIN's, etc. When emailing any personally identifiable information (PII), remember to encrypt the email message.

To [encrypt an email](#) message in Outlook, you do just 2 THINGS:

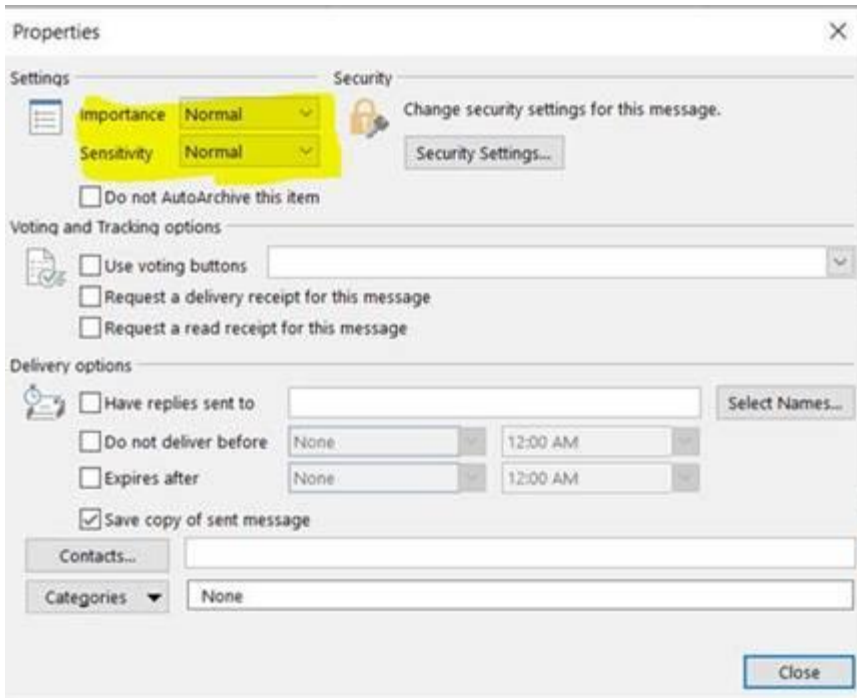
- 1 Set the Importance to "High"
- 2 Set the Sensitivity to "Confidential"

The only slightly-tricky part is that the sensitivity option is hidden in the Outlook window. To reveal it, click the expansion arrow next to **Tags**:



This dialog box appears after clicking the arrow next to Tags:

- 1 Set the Importance to "High"
- 2 Set the Sensitivity to "Confidential"



Wi-Fi on Campus

See the places on campus where you are able to access Wi-Fi from your car, or while being outdoors.



How to Get a Loaner Laptop / Microphone / Web Cam

Contact the [IT Help Desk](#) or email NorseIT@nku.edu to request equipment to transition to alternate instruction. Laptop computers, microphones, web cameras, and internet hotspots are being loaned for your convenience.

FERPA and HIPAA Compliance

Microsoft Teams is [FERPA and HIPAA compliant](#). Additionally, NKU's set up with Zoom is fully [FERPA](#) and HIPAA compliant.

Phone for Work at Home

Working from home can present some challenges for answering your campus phone.

Visit the [phone section](#) of the [Work Remotely webpage](#) for directions for accessing your voice mail, changing your voicemail message, and forwarding your office phone to a home or mobile number. If you have additional phone needs, please email NorseIT@nku.edu for assistance.

How to get Administrative Rights on a Loaner Laptop

If you are working remotely, and need administrative rights on your loaner laptop, you will need to contact your building [Client Support Specialist](#) or the [IT Help Desk](#). The Client support Specialists may be emailed at ClientSupport@nku.edu.

Academic Honesty

[Respondus Lockdown Browser](#) is a custom browser that helps to provide a secure testing environment when using Canvas. NKU has a site license for all courses to use this tool which locks students into the assessment; they are then unable to print, copy, go to another URL, or access other applications.

Respondus Monitor is a companion product for LockDown Browser that enables institutions to protect the integrity of non-proctored, online exams. Students use their own computer and a webcam to record assessment sessions, all without leaving Canvas.

Respondus is offering free [daily webinars](#) to help you determine if this is right for your class. Additionally, you may contact [IT's Client Support Specialists](#) or [CITE's Instructional Designers](#) to help set this up.

Adobe

Adobe has provided temporary at-home access for impacted students and faculty to be able to continue their teaching and learning remotely. Please follow the [Adobe instructions](#) provided to enable access to Adobe's Creative Cloud Desktop Apps on your personal device. If you need assistance contact the [IT Help Desk](#), or email NorseIT@nku.edu.

When logging in, faculty should use their full email address: username@nku.edu. Please remind your students that they should use their full NKU email address: username@mymail.nku.edu.

Use OneDrive to Securely Share Documents

Saving your work in [OneDrive](#) makes it accessible from any internet connected device. It is saved in a secure cloud and automatically backed up. All files that you store in OneDrive are initially set to private, and available only to you. You may choose to share specific files with specified colleagues to enable easy collaboration. Check out the [Working in OneDrive tutorial](#) to learn how to save your files in OneDrive, and then how to work with them once they are there.

How to Map your J: and K: Drives

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

How to access Virtual Computer Software

NKU offers a convenient solution for accessing NKU software from any internet connected device - a virtual desktop.

Faculty, staff, and students can use NKU's virtual desktops. [Follow these instructions](#) to install. Please contact the [IT Help Desk](#) if you need assistance.

Some feature highlights:

- Access to software that is not installed on your computer
 - Windows 10 Virtual desktops for faculty/staff and students
 - Smartphone and tablet apps
 - Use Windows software on a Mac
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Working from Home

The Office of Information Technology is here to help with any questions or issues you may have when working from home. Visit our [Work Remotely webpage](#) to learn about the tips and tools available to help you. If you have questions or need anything related to working online, email us at NorselT@nku.edu; our temporary email to assist you with remote work / instruction during this challenging time. For all regular technology issues, you may contact the [IT Help Desk](#) via telephone or chat.

How to Create Kaltura Video for Lecture Capture

Kaltura can be used to record a lecture while you present a PowerPoint presentation.

First, enable Kaltura My Media from the Navigation area of Settings in your Canvas course. Then you will be able to see and create new videos. You will need to download the Kaltura recorder application to a computer if you want to record videos. Watch the [Kaltura tutorial videos](#) for instructions.

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