

March 2020



With the announcement last week that NKU will move face-to-face classes to alternate instruction and the need to be flexible when possible regarding telecommuting or work from home, IT has been hard at work putting together critical resources for the entire NKU community to successfully go on as close to normal as possible.

Learning, teaching, and working remotely can present unique challenges for all of us, but rest assured there are tools in place to help. Here are the ways to connect with IT:

- Send an email to our new temporary email, [NorseIT@nku.edu](mailto:NorseIT@nku.edu) created to assist you with the tools to help with the current situation.
- The [IT Help Desk](#) is available, as usual.
- Follow the [CIO Twitter page](#) for the latest IT related updates.

We have established a new IT website called "Virtual Campus". We are asking faculty, staff, and students to please visit the "Virtual Campus" website to familiarize yourself with the tools and support in place to assist you with this transition.

Please visit our "[Virtual Campus](#)" website for IT information on teaching, learning, and working remotely. Below are direct links to critical topics:

- How to get [help for Canvas](#)
- How to get [help for Kaltura](#) (Lecture Capture)
- How to [borrow a computer, internet hotspot or webcam kit](#)
- How to [forward your work phone](#) to a non-NKU phone, and access voicemail remotely
- To make calls and answer your NKU phone number remotely from your laptop contact [NorseIT@nku.edu](mailto:NorseIT@nku.edu) or the [IT Help Desk](#).
- [When VPN is required](#) for NKU access
- How to [access virtual desktops](#)
- How to get, use, and test [Zoom](#)

- [Frequently Asked Questions \(FAQs\)](#)

We realize these are very different and difficult times, not to mention very fluid times. We will be updating the IT Virtual Campus website continually with important information.

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## **Zoom inside Canvas**

[Zoom](#) has been added as an imbedded tool within Canvas to help with the transition to alternate instruction. This tool allows you to deliver course content synchronously, or asynchronously, hold virtual office hours, and connect with students easily.

Additional information is being added to the [Virtual Campus](#) 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.

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## **Disinfecting your Computer Keyboard and Mouse**

To help stop the spread of illness, it is prudent to periodically disinfect your computer monitor, keyboard, and mouse. First make sure you have turned your computer off and disconnected it from power, including a docking station. Then, to clean and disinfect your keyboard and mouse, use alcohol wipes (or a 50/50 isopropyl alcohol and water mixture) using caution to not allow the solution to drip between the keys of the keyboard or get into the crevices of the mouse. You may follow these [directions provided by Dell](#).

[Apple's recommendation to disinfect](#) a computer monitor, keyboard, and mouse is to squeeze excess liquid out of a disinfectant wipe, then carefully wipe the computer monitor, keyboard, and mouse of a computer that is turned off and disconnected from electricity.

**Do NOT spray disinfectant** on your computer.

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## **Security Focused Tips / Reminders**

As the University prepares to move instruction and job functions to remote-work, it is important to keep security and privacy at the forefront of our operations. Different

users have unique needs in order to teach, learn, and work effectively. We want to maximize your productivity while minimizing disruptions to your work flows. NKU has developed a step-by-step guideline to help you understand your work-at-home options and what you need to do to [work securely](#). If you have questions or require further assistance, please contact the [IT Help Desk](#).

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## **How to Encrypt email**

Email is **not** a secure method to share sensitive data or personally identifiable information. Email messages can be compromised if they are intercepted in-transit. Encrypting email is quick and easy with Outlook. Please see NKU IT's easy to follow [email encryption instructions](#) for how to send and how to open encrypted emails.

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## **Use OneDrive to secure 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.

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## **VoiceThread**

VoiceThread is a tool that allows instructors to upload, share, and discuss documents, presentations, images, audio files and videos. Instructors and students can comment and use annotations on the presented material.

VoiceThread was integrated into the NKU Canvas environment so you are now able to pull it into any course by following these four easy-to-follow steps or you can view the [Canvas Instructor Guide](#) tutorial for a visual illustration of the steps and have access to additional information.

- [Adding VoiceThread to your course](#)
- [Setting up your VoiceThread link](#)
- [Waiting for students to submit work](#) (if you've created a graded assignment)
- [Grading student work](#) (if you've created a graded assignment)

[Student information](#) is also available from VoiceThread.

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## **When to use VPN**

Most NKU resources no longer require the use of VPN.

Resources that do require VPN include:

- Network Drives (J: and K:)
  - Department Servers
  - Adobe AEM
  - COI Virtual Desktop Lab
  - Some myNKU functionality
    - Order approvals and UWL are the only functions that require VPN. All other myNKU functions **do not** require VPN.
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## **Microsoft for Employees and Students**

To access the online versions of Microsoft Office 365 applications:

- Go to webmail and login.
- Click the app launcher (9 small white dots in a square shape) in the top left corner
- you will see the list of apps available
- To open, click on your preferred app

Microsoft Office products can be downloaded anytime on an NKU-owned machine by the user through [Software Self Service](#). Contact the [IT Help Desk](#) for assistance.

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## **Don't get locked out of your NKU account again**

Configure your alternate contact information on the password change website now so that if your password expires in the future, you can unlock it with a validation code received via text or your personal email address.

Go to the [password change page](#), select "edit password recovery info," and follow the instructions to add your mobile phone number or non-NKU email address.

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## Student Communication

Lastly, IT has communicated to students, and we feel it would be important for you know what was communicated to them in case they ask. Below is the full email text of what was communicated to them from IT:

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NKU Students

With the announcement last week that NKU will move face-to-face classes to alternate instruction, IT has been hard at work putting together critical resources for the entire NKU community to successfully move forward with classes as close to normal as possible.

Learning remotely can present unique challenges for all of us, but rest assured there are tools in place to help. Here are the ways to connect with IT:

- Send an email to our new temporary email, [NorseIT@nku.edu](mailto:NorseIT@nku.edu) created to assist you help with the current situation.
- The [IT Help Desk](#) is available for calls and chats, as usual
- The [Norse Tech Bar](#) is open to provide support and as an open lab
- Follow the [CIO Twitter page](#) for the latest IT related updates.
- Visit the "[Virtual Campus](#)" website to familiarize yourself with the tools and support in place to assist you with learning remotely.
- Download the NKU mobile app from the [Apple](#) or [Google](#) store.
  - We plan to use push notifications to communicate with you.

Please visit our "[Virtual Campus](#)" website for IT information on learning remotely. Below are direct links to critical topics:

- [I need a computer; how can I borrow one?](#)
- I don't have an internet connection at my home, [how can I get internet connection?](#)
- My instructor is using Zoom, how do I get and use [Zoom](#)?
- How do I access a computer lab?
- How do I [access a virtual desktop](#)?
- How do I get technical [help](#)?
- I need an Adobe software license; can I get one and how do I get one?
- [Frequently Asked Questions \(FAQs\)](#)

We realize these are very different and difficult times, with alternate instruction changing quickly. We will be updating the IT Virtual Campus website as additional information becomes available.

Check our [IT website](#) for the latest system alerts and news.  
Follow updates on Twitter [@NKUCIO](#)