

March 2025



DUO App

If you have a smartphone, we encourage you to download the **DUO Mobile app** for a smoother and more secure login experience. With the app, you can simply tap “Accept” instead of manually entering a text message code—saving you time and reducing costs for the university.

Need help setting it up? Visit the **Norse Tech Bar** (UC building, plaza level), where our team will be happy to assist you!

NEW VPN Access

To enhance security and reliability, NKU is updating its VPN access. Effective immediately, you can update the VPN address to **secure.nku.edu** instead of **vpn.nku.edu** when launching the VPN client.

What You Need to Know:

- The first time you connect, an updated VPN client may install automatically.
- **The old VPN address (vpn.nku.edu) will be retired after May 14**, following the end of the spring semester.
- If your students require VPN access, **update your syllabi** for the summer and future semesters accordingly.

For setup instructions or assistance, visit [the VPN webpage](#) or contact the [IT Help Desk](#).

Student Technology Survey

A panel of students will receive an email invitation on March 17 to participate in the Information Technology Advisory Committee’s (ITAC) annual survey regarding

technology use at NKU. Their feedback is invaluable in helping IT enhance the technological resources and support available to students.

We encourage you to remind your students to complete the survey before the April 4 deadline, as their input will directly contribute to improving the learning experience at NKU.

Summer Software Request Deadline – March 15

The deadline to submit software requests for the **summer semester** is **Saturday, March 15**. Please plan ahead and submit your request to IT. You may also submit **fall semester requests** before leaving for the summer.

Submit a request if:

- You need software installed in **departmental labs, smart classrooms, or IT computer labs**.
- You want to ensure specific software remains available for **summer courses**.
- You are using **new software**—proof of licensing and installation media are required.

Late Requests: Due to the complexity of managing multiple applications, late submissions may result in software not being available at the start of the semester.

If you're unsure whether a request is needed, the [IT Help Desk](#) can assist.

IT Media Equipment and Event Services

IT Media & Event Team offers height-adjustable, mobile podiums ([Ergotron Teachwell](#)) as well as wireless keyboards and mice. These items can assist with accessibility needs in the classroom and campus events. Quantities are limited and offered on a first-come basis for a short-term or semester-long reservation.

Our team can expertly advise you on equipment selection and how classroom teaching stations may be adapted to meet accessibility needs. To schedule a consultation or reservation for equipment please [submit a request](#).

Stay Secure: Patch Your Apple Devices Today!

Apple has released an important security update — don't wait to protect your device! Keeping your iPhone, iPad, and Mac up to date helps safeguard your data and personal information from cyber threats.

- **Check for Updates:** Go to **Settings > General > Software Update** (iOS/iPadOS) or **System Settings > General > Software Update** (Mac).
- **Stay Protected:** Regular updates fix vulnerabilities that hackers can exploit.

Take a moment to update now and keep your devices secure!

Traveling Soon?

Before you depart, please inform IT to ensure uninterrupted access to your account while you're away. If you plan to use a VPN or travel internationally, be aware that access disruptions may occur.

Additionally, certain countries impose restrictions on accessing NKU services and the Internet due to international sanctions and regulations beyond our control. Before departing, please check the [list of embargoed nations](#).

Spring Break Hours for Support

The [Norse Tech Bar](#) is open adjusted hours during spring break:

- Monday – Friday, March 10-14: 9:30 am – 4:30 pm

The [IT Help Desk](#) is open regular hours during spring break:

- Monday - Friday: 7:00 am – 10:00 pm

If you have any questions or need assistance, contact the [IT Help Desk](#).

Website Spring Cleaning

IT has designated this as Website Spring Cleaning time! Accumulated digital information can become electronic clutter. We encourage you to deactivate and then delete unpublished electronic files and PDFs in the AEM Digital Asset Manager (DAM). Please [schedule a consultation](#) for additional assistance.

Update your Technical Devices and Browsers

Updating technical devices (e.g. phones, tablets, computers) and web browsers is crucial. Updates frequently contain patches for security vulnerabilities, protecting users from potential cyber threats such as malware, phishing attacks, and data breaches. By staying up-to-date, users can minimize their exposure to security risks and keep their personal information safe. Additionally, updates often introduce new features, performance improvements, and bug fixes, enhancing the overall functionality and user experience.

These enhancements can boost productivity, streamline tasks, and enable compatibility with the latest software and web standards. Updating browsers ensures optimal performance when accessing websites and web applications, as it allows for better rendering, faster loading times, and improved compatibility with modern web technologies. Keeping devices and browsers updated is essential for maintaining security, performance, and compatibility.

Visit the [Norse Tech Bar](#) or contact the [IT Help Desk](#) if you need assistance.

Reminder: Store Documents in OneDrive!

To keep our files secure and easily accessible, please **store all work documents in OneDrive**—our approved cloud storage solution. Avoid using Dropbox, Google Drive, iCloud, Amazon, or other third-party storage services, as they do not meet our security and compliance standards.

Using OneDrive ensures your files are backed up, protected, and easy to use to collaborate with colleagues. Need help? See the [IT support page](#) or contact the [IT Help Desk](#).

Thank you for keeping our data safe!

Important Web Editor Note

To ensure your web pages remain current and accurate, please **deactivate and delete** any outdated content that should no longer be visible. Avoid storing previous versions in

the AEM DAM, as they may still appear in Google searches and provide outdated information.

If historical records are needed, old versions can be saved to the department drive (K:). This approach not only preserves important data but also helps maintain our **accessibility score**.

One Drive for Students

Microsoft announced that student One-Drive accounts will be limited to 100GB. Students are encouraged to delete old/unnecessary data to free space.

Enhance Your Tech Skills – Training Opportunities & Survey

NKU offers a variety of technology [training opportunities](#) to support your success. Whether you're looking to refine your skills or explore new tools, our training sessions are designed to help you navigate NKU's technology resources effectively.

To better tailor our training options to your needs, we invite you to participate in a brief [survey](#). Your feedback will help us develop training sessions that best support you.

Take the survey today and let us know how we can improve your learning experience!

Phone System Migration Update

On February 27, 2025, IT successfully migrated 520 phone numbers for the remaining academic departments. This ensures all academic units are transitioned before Summer and Fall registration.

Currently, 80% of our numbers are on Webex Calling, with 20% still on the old Cisco system (excluding analog, fax, and specialty devices).

IT will focus on migrating fax and analog devices in March, with our final port of the numbers expected in April.

<https://it.nku.edu/>

Check our website for the latest system alerts and news.

Follow updates on X [@NKUCIO](#)
