



Update your Zoom Client

Please [update your Zoom client](#) to Zoom 5.0.0 or later. After May 30th all Zoom clients on older versions will receive a forced upgrade when you try to join a meeting. Putting off this installation may delay your ability to join a meeting. This update applies to all versions of Zoom; Windows/Apple/Android/iPhone, etc.

To update your client go to <https://zoom.us/download>
Click the download button.



Version 5.0.3 (24951.0515)

Locally Stored Images Don't Load in Canvas with Safari 13 or newer

There is an issue in Safari where images that are stored in Files and embedded on pages in Canvas do not load. (Images linked externally, and embedded in Canvas are still functional.)

This issue was caused by an update to Safari 13 and has been an issue since early April. Those still on Safari 12 are not experiencing this issue.

The Canvas support team is actively working on a solution. Until there is a resolution please use the following workarounds:

1. For users who have access to another browser like Chrome, Firefox, or Edge, those browsers do not experience this issue. Using one of these alternative browsers is the recommended solution.
2. For users who only have access to Safari, temporarily disabling the “Prevent cross-site tracking” option in the browser privacy settings will restore Canvas functionality. Users may wish to only disable this option temporarily while using Canvas, and then re-enable it before using other sites. More information on this setting is available on the [Apple site](#).

This is a concerning issue if instructors have images stored in Files embedded in a Canvas quiz. **Students who use Safari to take the quiz may not be able to see images necessary to complete the assignment.**

Help Desk Summer Hours

Due to increased demand, the [IT Help Desk](#) will remain open Sundays through the summer. Summer hours will be:

Sunday: Noon to 8 PM

Monday through Friday: 7 AM to 10 PM

Saturday: 8:30 AM to 5 PM

Procuring Technology for Working Remotely

If necessary, it may be possible to use your Procurement card (Pcard) to purchase technology *accessories*, such as a mouse, toner, or a keyboard, during the COVID-19 crisis. Please check with your manager for approval.

Items that are **not** approved for Pcard purchase include all computers, laptops, Chromebooks, tablets, and iPads. The Office of Information Technology has technology equipment to loan. If you need any technology, please reach out to us by contacting the [IT Help Desk](#) or emailing NorseIT@nku.edu.

Purchasing computers and tablets outside of the NKU quoted standards violates NKU procedures. In such instances, IT will provide “best effort” support, but cannot guarantee functionality on our network.

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.

ITAC Software Requests Due

The ITAC Academic Software Allocation Program is an annually funded program run by the Information Technology Advisory Committee (ITAC). Annually, the committee has a software request process whereby deans, department chairs, or directors submit prioritized software requests for the committee's review.

The Goals of this program are to provide funds for new or existing software that impacts student success. Please see your Dean or Department Chair for the 2020 ITAC Software Request form.

Microsoft Teams Tasks App

The Planner app in Teams will become the Tasks app. This app will bring a cohesive task management experience to Microsoft Teams. Microsoft will begin this change this month.

Users will now be able see their individual tasks and team tasks in a single app. Personal tasks are powered by "To Do" (which also powers Outlook tasks) and team tasks are powered by Planner. The **Personal list** and **Team list** in Tasks lets users view, manage, and prioritize their respective tasks.

Existing Planner tabs will behave the same as they do today but will show an additional list view. Please contact the [IT Help Desk](#) with any questions.

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