May 2025

Workday ERP Update

The first phase of the Workday ERP project kicks off next week with the launch of the Human Capital Management (HCM) and Finance components. This phase is called Workday Platform and will bring important updates to how we manage HR, payroll, and employee services. Stay tuned for more details and resources to help you navigate the transition smoothly.

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Fall Lab and Classroom Software Request

Plan ahead! Submit your software request before leaving for the summer! If you would like any software added to departmental labs, smart classrooms, or IT computer labs, or if you want to make sure particular software remains on a lab or classroom system, submit a service request to IT **no later than Tuesday, July 15**.

If you are using software that hasn't been used previously, be sure to provide proof of licensing as well as the installation media. Because of the complexity of running multiple applications for instructional use, software requests submitted after the deadline may not be available for immediate use at the beginning of the semester.

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Papercut Upgrade and Outage

Student printing on campus using the Papercut printing system will be unavailable Thursday, May 15, and Friday, May 16, while the system is being upgraded. Faculty and staff printing will not be affected.

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Norse Tech Bar Loaned Equipment

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All technology equipment loaned by the Norse Tech Bar (NTB) is due by Friday, May 16, for inventory and maintenance.

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VPN Change

To enhance security and reliability, NKU is updating VPN access to **secure.nku.edu** effective immediately. On May 14, *vpn.nku.edu* will no longer be available.

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

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Adobe Acrobat 'Sign'

Adobe is implementing a technical block that restricts access to and use of Adobe Sign from IP addresses located in mainland China. This technical block goes into effect the last week of June 2025.

All users attempting to access Adobe Sign from an IP address in mainland China will encounter an "access denied" error and will not be able to use Adobe Sign.

Users accessing Adobe Sign from permitted locations outside Mainland China will not be impacted.

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Audit your Web Pages for Broken Links

To maintain the validity and accessibility of your web pages, please dedicate time to reviewing your web pages and all internal and external links. Web pages and documents should be accurate, accessible, and easy to read across all device types. Take special care to avoid spreadsheets and inaccessible PDFs. [Request a consultation](#) for additional assistance.

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Student Hub

Refer students to NKU's [Student Hub](#) for information to help them navigate NKU and answer questions about NKU technology. Short videos assist with everything from "What is Canvas" to "Allowing Browser Pop-ups" and so much more! There are specific areas about:

- [Essential NKU Technologies](#)
- [Helpful Technology Tips](#)

- [How to Get Assistance](#)

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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!

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Service Alert Web Page

Check our [IT Service Alerts web page](#) to see all planned IT service maintenance and outages. This page provides information about upcoming outages, explaining the date and expected time of the outage as well as the areas impacted by the outage.

Past outage information will also be available throughout the semester.

This page also provides links to cloud-based services to view their uptime/outage history. Service reports for Canvas, Campus Groups, Kaltura, Microsoft Office 365, Microsoft Teams, Qualtrics, and Zoom are included.

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