

November 2021



Lab & Classroom Software for the Winter & Spring Semester

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 for the winter term and spring semester, submit a [service request](#) to IT no later than **Monday, November 15**.

If you are using software that has not been used previously, be sure to provide proof of licensing as well as the installation media. Due to 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.

Thanksgiving Holiday Adjusted Hours for Support

The [Norse Tech Bar](#) Thanksgiving holiday hours:

- Monday – Tuesday, Nov 22-23: 8:00 am – 6:00 pm (normal hours)
- Wednesday – Sunday, Nov 24 - 28: Closed

The [IT Help Desk](#) Thanksgiving holiday hours:

- Monday – Tuesday, Nov 22-23: 7:00 am – 10:00 pm (normal hours)
 - Wednesday – Friday, Nov 24 - 26: Closed
 - Saturday, Nov 27: noon – 4:00 pm
 - Sunday, Nov 28: 2:00 pm – 6:00 pm
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Annual SAP Maintenance Upgrade

Friday, December 3 at 8:00 pm through Saturday, December 4 at 8:00 am, the **SAP** system will be updated. All aspects of this system will be **unavailable** during this time.

Maintenance Outage

Sunday, December 19 throughout the day, NKU systems will be updated. All NKU services will be **unavailable** during this time.

Qualtrics Enterprise License

NKU has a campus-wide license for Qualtrics survey software. All faculty, staff, and students have free, unlimited access to Qualtrics at <http://qualtrics.nku.edu>. Simply log in with your NKU username and password.

NKU users should **not** use qualtrics.com to sign up for a free account.

If Qualtrics is being used in a class, instruct students to use <http://qualtrics.nku.edu>. This will allow them to collaborate with any other NKU user, receive personalized assistance if needed, and to use their account for their entire NKU career.

Vendor Invoicing - Best Practices:

Please instruct all vendors you have correspondence with to send all invoices and payment related questions to NKU's Accounts Payable alias at invoices@nku.edu

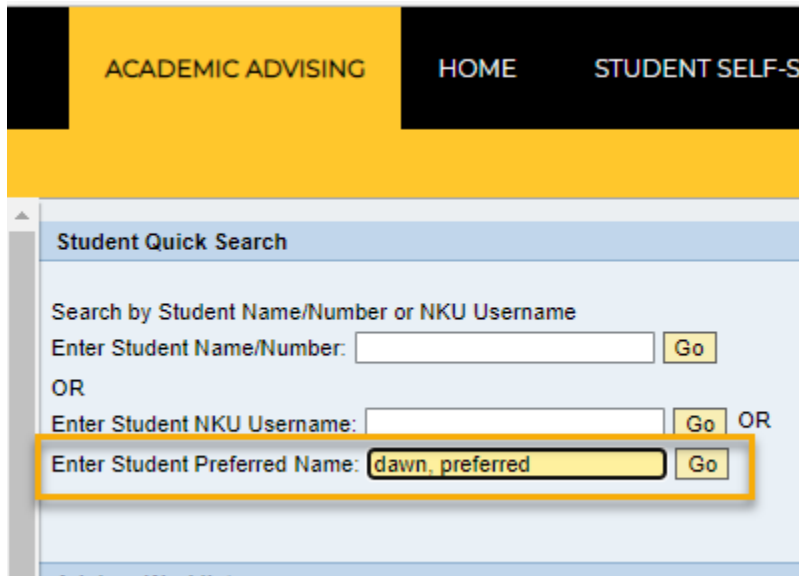
- To combat potential phishing attempts, if you have an **existing vendor in SAP** that is requesting a banking or payment related change to their vendor account, always direct them to Procurement and Accounts Payable at the email aliases below for changes.
 - Accounts Payable alias: invoices@nku.edu
 - Procurement alias: paymentworkssupport@nku.edu
 - Existing vendor change requests are the most likely way for NKU to be spoofed, phished or hacked by a 3rd party posing as the vendor.
 - Direct all payment related questions to Accounts Payable or directly to Chris Nicolaus, Accounts Payable Manager.
 - Always check the email domain (e.g.: @nku.edu) on emails that ask these types of payment related questions to make sure it is consistent with prior emails.
 - Domain changes are a red flag that this could be a hacked email account.
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Preferred Name

Students can now be searched by their 'preferred name' in the Academic Advising Tab of myNKU and sap GUI.

To search for a student by preferred name in myNKU portal:

From the Academic Advising tab, enter **student's last name, comma, space, preferred first name**, then click Go.



ACADEMIC ADVISING HOME STUDENT SELF-SERVICE

Student Quick Search

Search by Student Name/Number or NKU Username

Enter Student Name/Number: Go

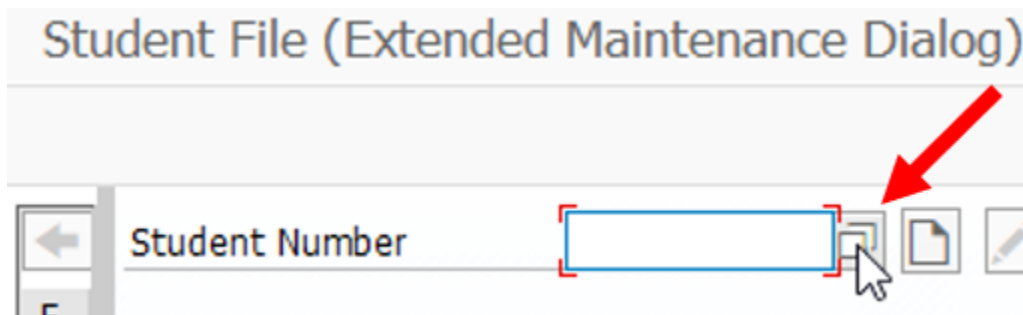
OR

Enter Student NKU Username: Go OR

Enter Student Preferred Name: Go

To search for a student by preferred name in the GUI:

From the student file, click on the box to the right of the student number.



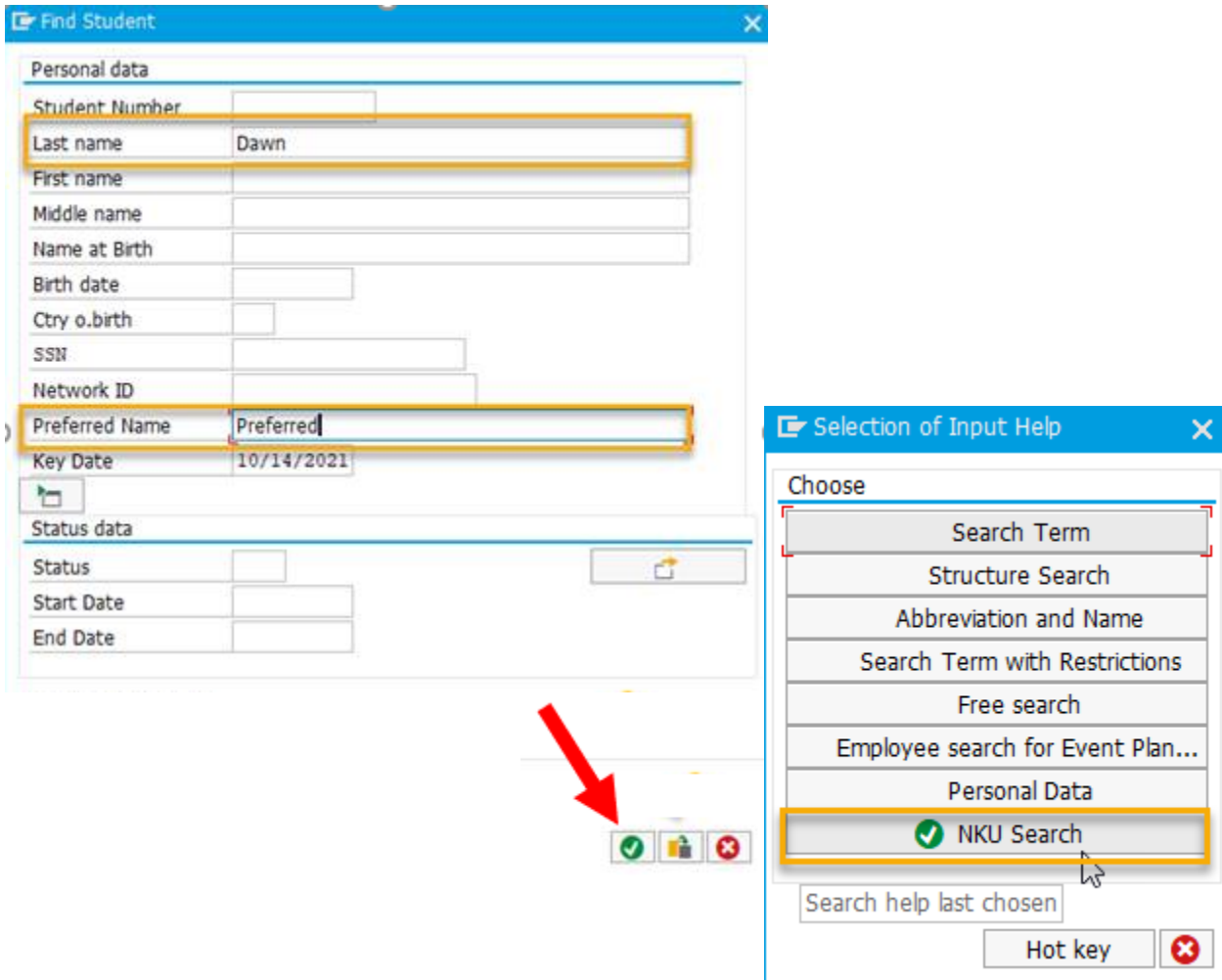
Student File (Extended Maintenance Dialog)

Student Number

Icons: Back, Document, Pencil

A new preferred name search field has been added to the NKU Search Personal data tab. It is expecting the last name and the preferred first name. After you enter the last and preferred first name, hit enter or click on the green checkmark.

If this is not the screen you see, then click on the More Search Help icon on the bottom right hand side of the screen and choose NKU Search.



NVDA Screen Reader

The Office of Information Technology has installed the NonVisual Desktop Access (NVDA) screen reader software on all NKU virtual desktop computers.

Update Firefox to the Latest Release

For security, keep Firefox updated to the latest release. To do so:

1. Click the menu button ☰, click **Help** and select **About Firefox**.
2. The **About Mozilla Firefox** window opens. Firefox will check for updates and, if an update is available, it will be downloaded automatically.



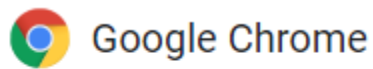
3. When the download is complete, click Restart to update Firefox.



Update Chrome to the Latest Release

For security, keep Chrome updated to the latest release. To do so, open Chrome

1. Click the three vertical dots, menu button ⋮, **in the top right**, click **Help** and select **About Google Chrome**.
2. The **About Google Chrome** window opens. Chrome will check for updates and, if an update is available, it will be downloaded automatically.
3. When the download is complete, Chrome will let you know and show you the version.



Chrome is up to date
Version 95.0.4638.69 (Official Build) (64-bit)

NKU Mobile App

Join **over 1000** NKU colleagues who are using the faculty/staff profile on the NKU mobile app!

Choose the appropriate App Store link below:

- [Apple App Store](#)
- [Google Play Store](#)

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

Check our website for the latest system alerts and news.

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