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November 2024



*Happy
Thanksgiving*

As we celebrate this season of gratitude, we want to extend a big "thank you" to all of you for your continued support and collaboration throughout the year. We're grateful for the opportunity to keep you connected, secure, and supported.

Enjoy a wonderful Thanksgiving filled with family, friends, and fantastic food!

Winter and Spring Software Request

As part of annual maintenance, all lab and classroom computers have the operating system reinstalled to clear the clutter that accumulates during a school year. Therefore, any specialized software previously installed on computers will NOT be automatically reinstalled unless IT receives a [service request](#) to do so.

If you would like any software added to or retained in departmental labs, smart classrooms, or IT computer labs, [submit a service request](#) by **Friday, November 15**. All requests for new software will need to include appropriate licensing verification.

Thanksgiving Break Technology Support Hours

The [IT Help Desk](#) and the [Norse Tech Bar](#) will be closed during the Thanksgiving Break:

- Wednesday, November 27 – Friday, November 29
- The Help Desk will reopen Monday, December 2 at 7:00 am
- The Norse Tech Bar will reopen Monday, December 2 at 9:00 am

[Email](#) and online [service requests](#) may be submitted at any time and a support specialist will respond during open hours.

To chat with a Help Desk Technician, click the speech bubble symbol  in the lower right corner of the [IT Help Desk webpage](#) during open hours.

Dell's New Student / Employee Discount Program

Join the new and improved [Purchase Program from Dell](#). Those with a valid academic email address are eligible for Dell's exclusive discounts.

Score an extra 10% off select PCs and accessories, plus get 1,000 Dell Rewards* points when you verify your student/employee status. 1,000 points equals \$10 upon conversion to Dell Dollars.

Follow these steps to unlock exclusive savings:

1. Visit [Dell's new student/employee portal](#).
2. Sign in or create an account.
3. Register for Dell Rewards by clicking the Dell Rewards box when you create your My Account.
4. Verify your student status with a valid student email address.
5. Your student discount will be automatically applied to applicable items, and you will see the discount applied in the cart.

The student discount is valid with select offers but not with other coupons. Limited quantity deals, order codes, clearance offers, warranties, gift cards, and other select electronics and accessories are also excluded from the discount. The student discount is valid for 5 products per transaction up to 5 transactions per year.

Major Upgrade

Wednesday, November 27, while NKU is closed, from 8:00 am until 4:00 pm, IT will be performing an upgrade to the SAP / myNKU system. No user impact is anticipated. However, if you experience any issues accessing SAP, please be aware that this may be due to the scheduled upgrade.

Beware of Holiday Scams

As the holiday season approaches, it's crucial to remain vigilant and safeguard yourself against scammers who are looking to take advantage of the festive spirit. Watch out for fake charities, requests for gift cards, or deals that seem too good to be true. Be on the lookout for suspicious emails, texts, or calls promising too-good-to-be-true deals or urgent requests for personal information.

Protect your sensitive data and finances by verifying the legitimacy of any unsolicited offers, and only shop from reputable sources. Don't let the excitement of the holidays cloud your judgment – Stay sharp and keep the season full of warmth, not worry!

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. Included are service reports for Canvas, Campus Groups, Kaltura, Microsoft Office 365, Microsoft Teams, Qualtrics, and Zoom.

Annual SAP Upgrade/Outage

The annual SAP upgrade is scheduled to begin Friday, December 6 at 5:00 p.m. It will continue through Saturday, December 7. This upgrade will result in the myNKU system being completely unavailable during this time.

Technical Training Available

Are you aware that IT and the Center for Excellence in Teaching and Innovation, (CETI, formerly CITE) offer training to help you be more efficient in your job? Check out the Training and support information in the [Service Desk Knowledge Base](#). Online and in-person training options are available.

If you don't see what you are looking for, you can email [IT Training](#) with questions.

The Great PDF Purge

NKU IT and Marketing & Communications are again partnering for the "[Great PDF Purge](#)." In this digital age, increasing importance should be placed on uploaded files. PDFs are often the hardest file type for screen readers to read and the most difficult to remediate; please disable and then delete outdated files. Our [PDF Purge decision tree](#) is a strong starting point in your deletion efforts. Please implement the PDF cleanup in three easy phases:

Phase 1: [File Deletion in the Digital Asset Manager](#)

Phase 2: [Convert PDFs to Webpage Content](#) (where appropriate)

Phase 3: [Ensure the Accessibility of all PDFs](#)

Remember, old documents left in the AEM dam can still be found in Google searches. To prevent outdated information from being distributed, deactivate and then delete outdated information. Please submit a [service request](#) for assistance. Marketing & Communication and the IT Accessibility team look forward to helping you!

Surplus old NKU Technical Equipment

Do you have old cables, monitors, computer towers, or broken laptops? You can send them to surplus to be disposed of appropriately. Complete this [surplus form](#), to schedule a pick-up time for removal of specified items.

Student Multi-Factor Authentication Schedule

This month concludes the required Multi-Factor Authentication (MFA) signup for our NKU students.

These are the final **Deadlines by College:**

- College of Education – November 4
- College of Health and Human Services – November 4
- All remaining Students – November 11

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

Check our website for the latest system alerts and news.

Follow updates on Twitter [@NKUCIO](#)
