



Chatbots are coming to NKU!

NKU is in the process of purchasing a Chatbot platform that will soon be available campus wide.

Chatbot is a software app that simulates human-like online conversations with users via a text messaging interface. Its key task is to help users by answering their questions. It is designed to personalize our customer experience, scale our efforts without increasing employee headcount, and to provide customer support after business hours.

NKU IT Cybersecurity Open Forum

NKU is here to help you with your technical security health! Meet NKU's Information Security Team, learn a few personal privacy tips, and ask questions to engage in open dialog about cybersecurity.

The Office of Information Technology will be hosting Cybersecurity open forums, Thursday October 22, 2020. There will be two sessions: 10:30 am and 2:00 pm. The sessions will utilize the same presentation, however questions may take them in different directions.

To sign in to the 10:30 am session, use this Zoom link:

<https://nku.zoom.us/j/94453130166?pwd=K3ZubDICQk55bmJwYmRkazVqN0c0QT09>

To sign in to the 2:00 pm session, use this Zoom link:

<https://nku.zoom.us/j/92169024487?pwd=SVVVT0VIY3cvU2RRVTViSy9OVXVoUT09>

The Great PDF Purge

This month, IT and Marketing and Communications are partnering to present "The Great PDF Purge" to focus on compliance and digital accessibility.

Web editors will need to spend some time maintaining their website folders in Adobe Experience Manager (AEM). The intention is to delete unnecessary PDFs from our web pages.

Ongoing communication will occur with web editors, but all should be advised that you might hear from someone on your team about website content. Since web editors are often not content owners, they may need your feedback. Please work with them if contacted and help keep NKU websites best-in-class.

Visit the [NKU Accessibility site](#) to learn more about [The Great PDF Purge](#) and other accessibility resources and [training](#). We are here to help you! For assistance please contact the [IT Help Desk](#).

Maintenance Outage

Saturday morning, October 24th at midnight, there will be a 15 minute internet outage during our maintenance window in:

- All Clearview Ave buildings
- Soccer stadium
- Campbell Hall ELEVATOR emergency phone services only

Security Tips

Own your online presence: When you download a new mobile app, check the security and privacy setting before doing anything else. Configure those settings to your comfort level. The default setting may allow for more information sharing that you are comfortable with.

Share with care: Think before posting about yourself, others, and the University online. Consider what a post reveals and who might see it. An easy way to stay safe is to make your social media accounts private. Also consider creating an alternate persona to use for online accounts and limit how much personal information you share, especially with setting up security questions.

Keep tabs on your apps: Most connected appliances, toys, and devices come with a mobile application. Your mobile device could have suspicious apps running in the background, or may use default permissions you unintentionally approved. Check the

developer of apps before downloading to make sure they come from legitimate sources and uninstall apps you no longer use.

Zoom Update

The recent Zoom update may have changed the passcode and waiting room settings on your scheduled meetings. A passcode is turned on by default for all new meetings, and is embedded in the meeting invitation. To utilize the waiting room you may need to change your personal settings in [Zoom](#).

- First login
- Go to Settings
- Go to Security
- Go to Waiting room and make sure the toggle switch is toggled blue as shown below

Security

Waiting Room



When participants join a meeting, place them in a waiting room and require the host to admit them individually. Enabling the waiting room automatically disables the setting for allowing participants to join before host.

Training Site

The new [NKU training site](#) is now active. It should now perform more efficiently and effectively. Outlook email reminders are sent for training classes you have registered to attend.

If you were registered for trainings in the old system, they have been redirected to the new system.

One-on-One Technology Support Appointment

NKU IT is here to help you with your technology needs! You may [schedule a 30 minute one-on-one support appointment](#) with your building Client Support Specialist.

Meetings with IT technicians are scheduled virtually via *Zoom* appointments. However if you prefer a face-to-face meeting, please indicate that in the “what topic do you want to discuss” section. Please note, due to limitations of the software, you will still receive a Zoom invitation, even though the client Support Specialist will meet you for a socially distanced face-to-face meeting.

Mobile App

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

Choose the appropriate App Store link below:

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

Technology Reminder

Per the Safe Colleges re-entry training, if you are working on campus, remember to take your laptop and work materials home with you each day.

Check our [IT website](#) for the latest system alerts and news.
Follow updates on Twitter [@NKUCIO](#)