October 2022

CyberSecurity Month

October is National Cyber Security Month. The goal is to raise awareness about digital security and empower everyone to protect their personal data from digital forms of crime. NKU’s Security Team faces a broad range of challenges. These include, but are not limited to securing various types of data such as student information and research, finding qualified cybersecurity professionals, and fending off potential cyberattacks.

Let’s work together to protect your personal and institutional data!

- Use NKU’s Duo multifactor authentication
- Use strong passwords
- Keep your software updated
- Recognize and report phishing to abuse@nku.edu

Watch for NKU’s Security Team weekly cybersecurity videos this month!

Duo Multifactor Enrollment

To protect faculty and staff accounts, and personal data, and to ensure privacy, IT’s Security Team is actively locking accounts that are believed to be compromised.

To prevent account lockout and to increase your protection please register for DUO Multi-Factor Authentication. Visit the IT Knowledge Base article for more information about Duo Multi-Factor Authentication. Registering for Duo will increase the time between required password changes to 365 days!

Audio-Only Conferencing Discontinued
Cincinnati Bell Telephone (CBT) has discontinued audio-only conferencing. Most meetings have migrated to Microsoft Teams or Zoom. Please note that CBT audio-only conferencing is no longer available.

Please contact the IT Help Desk if you need assistance with Zoom or Microsoft Teams.

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Virtual Desktops and myNKU Outage

Saturday, October 15, during Fall break, from 12:15 am to 12:45 am, IT will be performing maintenance that will cause the virtual desktops and myNKU to be down for approximately 30 minutes. Other internet services, such as email and the NKU website will not be affected. There may be intermittent network and internet access disruptions for an additional 6 hours.

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Fall Break Technology Support Hours

The IT Help Desk will remain open during its normal hours for phone (859-572-6911) and chat support during the following hours:

- Monday - Friday: 7 am – 10 pm
- Saturday: 8:30 am – 5 pm
- Sunday: 12:30 pm – Midnight

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.

The Norse Tech Bar will be open during the following hours of service during Fall Break:

- Monday, October 17 – Tuesday, October 18: 8:00 am – 4:30 pm

Normal hours will resume Wednesday, October 19.

- Monday - Thursday: 8:00 am – 6:00 pm
- Friday: 8:00 am – 4:30 pm
- Closed Saturday and Sunday

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Are You Planning to Retire soon?

After retiring from NKU, IT provides & supports various accounts & software. Be sure you understand the requirements to retire, found on the Human Resource NKU
Retirement Process page. IT support information can be found on the new retiree information and FAQs page.

Service Alert Web Page

See the new 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, Engagement (Presence), Microsoft Office 365, Microsoft Teams, Qualtrics, and Zoom.

Microsoft Certification

NKU IT is a Certiport Testing Center, which means NKU faculty and staff can take Microsoft Certification Exams on campus. We can provide information about Microsoft Certification and assist you in preparing for the exams. You can also take practice tests in the same format as the actual certification exams. A Microsoft certification can help you increase your knowledge, and is a great credential to add to your resume.

More information can be found in our Microsoft Office Knowledge Base article, or you can contact IT Training to get started.

What is Assistive Technology?

Assistive technology, or AT, is defined as any item, piece of equipment, software, or product that can be used to increase, maintain, or improve the functional capabilities of someone with a disability.

In the physical world, this might be eyeglasses that help you see with greater acuity or a mobility aid like a wheelchair. However, assistive technology also exists in the digital world. Have you ever used a red light filter on your phone to reduce eye strain? Or used your browser’s zoom feature to enlarge small text on your screen? Your phone and laptop already contain several digital assistive technology tools.

Here is a short list of some common types of assistive technology in the digital world:
• **Screen readers.** This software reads aloud the content on a digital device and also provides contextual information like whether something is a button, an image, a link, and more.

• **Screen magnifiers.** This software enlarges visual content on a digital screen.

• **Text-to-speech (“read aloud”) software.** This software reads aloud text content on a digital device. (It does not read contextual or functional information as a screen reader does.)

• **Speech-to-text (“dictation”) software.** Speech-to-text tools allow users to dictate text and use voice control.

Here are some assistive Technology tips:

1. **Assistive technology can’t solve every accessibility problem.**

   If content is not built in an accessible way, then assistive technology may not be able to provide sufficient access to the content. For example, if you include an image without alt text to describe the image, then someone using a screen reader will hear something like, “image, filename.png”, which doesn’t tell them what information the image conveys. This is why accessibility is every content creator’s responsibility.

2. **Don’t assume someone cannot accomplish a task because they use assistive technology.**

   Don’t assume someone can’t participate in a process or access information because of a disability they have or the assistive technology they use. If you are uncertain whether a person with a disability can use a type of software or access a certain type of digital content, you can always ask that person (privately, and in advance of the time when they will need to use the technology.)

3. **What works for one user of assistive technology may not work for another.**

   While two people may identify as having the same type of disability, each person’s lived experience of that disability may still be very different. As such, the assistive technology solutions that work for one individual may not work for someone else with the same disability.

4. **Don’t ask people to change the assistive technology they use.**

   You wouldn’t suggest that people use different eyeglasses or a different wheelchair when they’re entering your workplace! Similarly, please do not ask digital assistive technology users to switch to a different screen reader or text-to-speech software just because the one they use is not supported by the technology used in your workplace.
Please submit a service request if you need assistance ensuring your content is accessible.

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**Don’t Fall for Phishing Scams**

Security is everyone’s responsibility. Please diligently watch for phishing and scam emails. Current circulating scams involve unsolicited job offers and requesting your contact information while impersonating someone you may know, then requesting you share your phone number and/or purchasing gift cards. Scammers often pose as leaders in the University to try to fool you into fulfilling their requests. Our NKU leaders would not make such requests.

Please be sure to verify a suspicious email with the sender via another form of communication. If you think any email may be malicious or if you are unsure, please forward it to abuse@nku.edu.

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**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 the removal of the specified items.

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**Spam Filter**

NKU’s spam filters block over 100,000 spam emails per day from arriving in NKU inboxes, however, we cannot catch them all. If you receive a malicious email, please forward it to abuse@nku.edu. Do not release emails from your quarantine unless you are confident they are legitimate. If you have questions, please contact the IT Help Desk.

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