October 2023

Cyber Security 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.

Be aware that your personal information is always at risk when you share it electronically. Be careful to never text, email, or put anything on social media that relates to your personally identifiable information. This includes, but is not limited to:

- Social security number
- Credit card number
- Debit card number
- Driver’s license
- Financial records
- Medical records
- Passport

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

______________________________________________

Maintenance Outages
**Sunday, October 8**, IT will be upgrading network services that will temporarily disrupt the network in the following buildings:

- Steely Library, 8 am - 9:30 am
- Landrum Academic Center, 10 am - noon
- Campus phones and the NKU website will be available

At the beginning of Fall Break on **Friday night, October 13**, through Saturday morning October 14, from 10:00 pm to 2:00 am, there will be upgrades taking place that will affect the main campus and the Grant County Campus. During this time, internet access and MyNKU will not be available. However, you can still use campus phones and access the NKU website.

---

**Duo Multi-Factor Authentication**

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!

---

**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-Sunday: Closed

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 their regular hours during Fall Break:

- Monday, October 16 – Tuesday, October 17: 9:00 am – 4:30 pm
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.

Annual SAP Upgrade/Outage

Friday and Saturday, December 1-2 are scheduled for IT’s annual SAP upgrade. Please be aware that this upgrade will result in the myNKU system being completely unavailable these days.

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.

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.

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.

https://it.nku.edu/

Check our website for the latest system alerts and news.
Follow updates on Twitter @NKUCIO