



What is a QR Code?

A QR code (abbreviated from Quick Response Code) is a type of two-dimensional barcode to store data or point to a website or application.

A QR code consists of black squares arranged in a square grid on a white background, which can be read by an imaging device such as a camera, until the image can be appropriately interpreted. Here is an example:



During the pandemic, QR codes are being used more frequently to avoid handling paper. One such application is the scanning of a QR code to get a restaurant menu so that handling menus is unnecessary. You may see them around campus to easily schedule a meeting or go to a particular website.

Apple iPhone's camera app allows people to open their camera, point it at a QR code, (do not take a picture of the barcode, just hold your phone to allow it to read the barcode) and receive a prompt to follow a URL. Some android phones can also use the camera, or a Google Lens app to read a QR code. You can practice using the QR code above to go to the NKU Information Technology web page. Please contact the [IT Help Desk](#) for additional assistance.

Borrowed Technology Equipment

NKU's Office of Information Technology has implemented an application called CHEQROOM to track and reserve computer equipment. We have loaded our inventory into the application and the next step is to list the recipient for equipment that has been checked out. If you have checked out equipment from the Norse Tech Bar, you will receive an email with the subject:

"CHECK-OUT-####: Equipment Checked Out"

This will show the item(s) you have checked out. No action is needed when you see this email. Equipment will automatically be set with a **due date of May 14**. If you determine at that time that you need the equipment longer, please inform the Norse Tech Bar or the IT Help Desk.

To request equipment for teaching or working remotely contact the [IT Help Desk](#) or email NorseIT@nku.edu. Laptop computers, headphones, microphones, web cameras, and internet hotspots are available to borrow. This equipment will help create a reliable working and teaching environment.

IT also has equipment to loan to students who are taking classes and need technology. Advise your students to contact the [IT Help Desk](#) or email NorseIT@nku.edu to request equipment.

Zoom Passcode / Waiting Room

On September 27th, [Zoom will be requiring either a passcode or waiting room](#) on all new or existing meetings. Passcodes have been embedded within all meeting invitations since July 20th. These meetings will not be affected by this Zoom initiated security improvement.

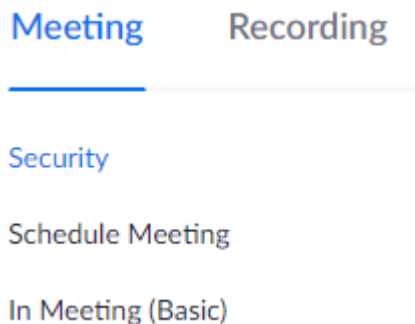
Recurring meetings, scheduled prior to July 20th, do **not** have embedded passcodes and will require the use of a waiting room. To avoid using the waiting room, you can cancel and reschedule the recurring meeting so that it will now have the embedded passcode and will eliminate the requirement for a waiting room.

If you do not choose to resend existing meetings scheduled before July 20th, Zoom will automatically enable the waiting room on September 27th.

To customize the Waiting Room experience with an approved list of domains that can bypass the Waiting Room and **directly join** the meeting:

Go to [NKU.Zoom.us](https://nku.zoom.us) and log in with your NKU credentials.

1. Enter **Settings** on the left side, then **Security**, under **Meeting**:



2. Scroll to **Waiting Room Options** then click Edit Options
3. **Who should go in the waiting room**, select: **Users who are not in your account and not part of allowed domains**
4. Type **nku.edu** in the box as shown below
5. **Who can admit participants from the waiting room?** Select Host, co-hosts, and anyone who bypassed the waiting room...

Waiting Room Options

These options will apply to all meetings that have a Waiting Room, including standard meetings, PMI meetings, webinars.

Who should go in the waiting room?

Everyone

Users not in your account

Users who are not in your account and not part of the allowed domains

nku.edu

Who can admit participants from the waiting room?

Host and co-hosts only

Host, co-hosts, and anyone who bypassed the waiting room (only if host and co-hosts are not present)

Continue Cancel

6. Click **Continue**

7. Click **Save**

This functionality will allow nku.edu participants to immediately enter the Zoom meeting without being put in the waiting room.

You can find your scheduled meetings [without a Passcode](#). If Passcodes are added, calendar invites for any existing meeting will need to be resent to include the Passcode. New meetings will have the Passcode automatically embedded in the meeting link.

For more details, you can visit Zoom Support page's comprehensive [FAQ document](#). If you have additional questions, please contact the [IT Help Desk](#).



What are those Gauges in my Course?

Ally has been turned on in all Canvas courses. The gauges Ally provides, are visible only to the instructor; they illustrate the degree of accessibility of the content. Our hope is that you will be able to use this tool to assist in your progression toward fully accessible courses.

Ally provides students with the ability to download instructor created documents in alternate formats to provide them with the format that works best for their learning.

Additional information is available on [NKU's Ally web page](#) and [trainings are being offered by CITE](#), entitled "Making your Canvas Course Accessible."

Additional one-on-one support is available from your [building Client Support Specialists](#) or by contacting the [IT Help Desk](#) and requesting an Accessibility Team Analyst.

Firefox Issues

New aspects of Firefox may cause issues when using Zoom, myNKU, and other applications. The easiest and quickest solution is to use a different browser. If you continue to have issues after using another browser, contact the [IT Help Desk](#) for assistance.

Healthy@NKU

Everyone coming to NKU's campus must complete the Healthy@NKU app each day before arriving on campus. If someone on your team is on campus, and has not checked in on the app for that day, please have them do so right away. Likewise, anyone not coming to campus should avoid the check-in for that day.

There are three ways to access the app:

- Faculty, staff, and students can download the [NKU Mobile App](#)
 - Faculty, staff, and students can access the app using self-service in [myNKU](#)
 - Everyone coming to campus can access the app at <http://healthy.nku.edu>
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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

To get the NKU faculty/staff profile on the mobile app choose the appropriate App Store link below:

- [Apple App Store](#)
 - [Google Play Store](#)
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Cleaning Guidelines for Technology on Campus

If you choose to use cleaning supplies provided by NKU on the classroom technology equipment, spray the cleaner on a cloth and wipe the equipment. DO NOT spray cleaner directly on the computer, keyboard, monitor, TV, or classroom touch panel.

If you choose to bring your own cleaner/wipes to clean technology equipment, please do not spray any cleaner or use any soaking wet cloth/wipes which could damage the technology. For disinfection strategies you may follow these [directions provided by Dell](#).

[Apple’s recommendation to disinfect](#) a computer monitor, keyboard, and mouse is to squeeze excess liquid out of a disinfectant wipe, then carefully wipe the computer monitor, keyboard, and mouse of a computer that is turned off and disconnected from electricity.

Remember **do NOT spray** disinfectant on your technology equipment.

Technology Support Hours

The [IT Help Desk](#) is open for phone (859-572-6911) and [chat](#) support during the following hours:

- Monday - Friday: 7am - 10pm

- Saturday: 8:30am - 5pm
- Sunday: 12:30pm to Midnight

Norse Tech Bar's hours of service are:

- Monday - Thursday: 8:00 am – 6:30 pm
- Friday: 8am – 4:30pm

Zoom/Kaltura Integration

Any video recorded in Zoom will automatically be uploaded and transferred to Kaltura. This will save both time and effort when posting lectures to Canvas. Documentation has been created to help you [share your Zoom recordings](#) in your Canvas course.

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](#)