

September 2021, Vol 2



SAP Upgrade

NKU's Office of Information Technology will be performing upgrades on Saturday morning, September 18th between midnight and 6:00 am. During this time, the NKU website, myNKU, BWP, and all SAP test systems will be unavailable.

This outage occurs during IT's weekly maintenance window. IT does not typically publicize outages during these maintenance times. Please know that services may be unavailable during these weekly timeframes while upgrades and changes are completed.

Please contact the [IT Help Desk](#) with any questions.

Canvas Maintenance

Canvas will be performing maintenance that will cause a service outage Thursday, September 16 between 1:05 am and 3:05 am. No one will be able to access Canvas for a few minutes during this time.

Zoom

Zoom has implemented a policy that requires users to be no less than one version behind their most recent software release. In order to adhere to this policy, we ask that you upgrade to the latest version before November 1st.

To find the version you are currently running, start by opening the Zoom desktop application on your computer and login.

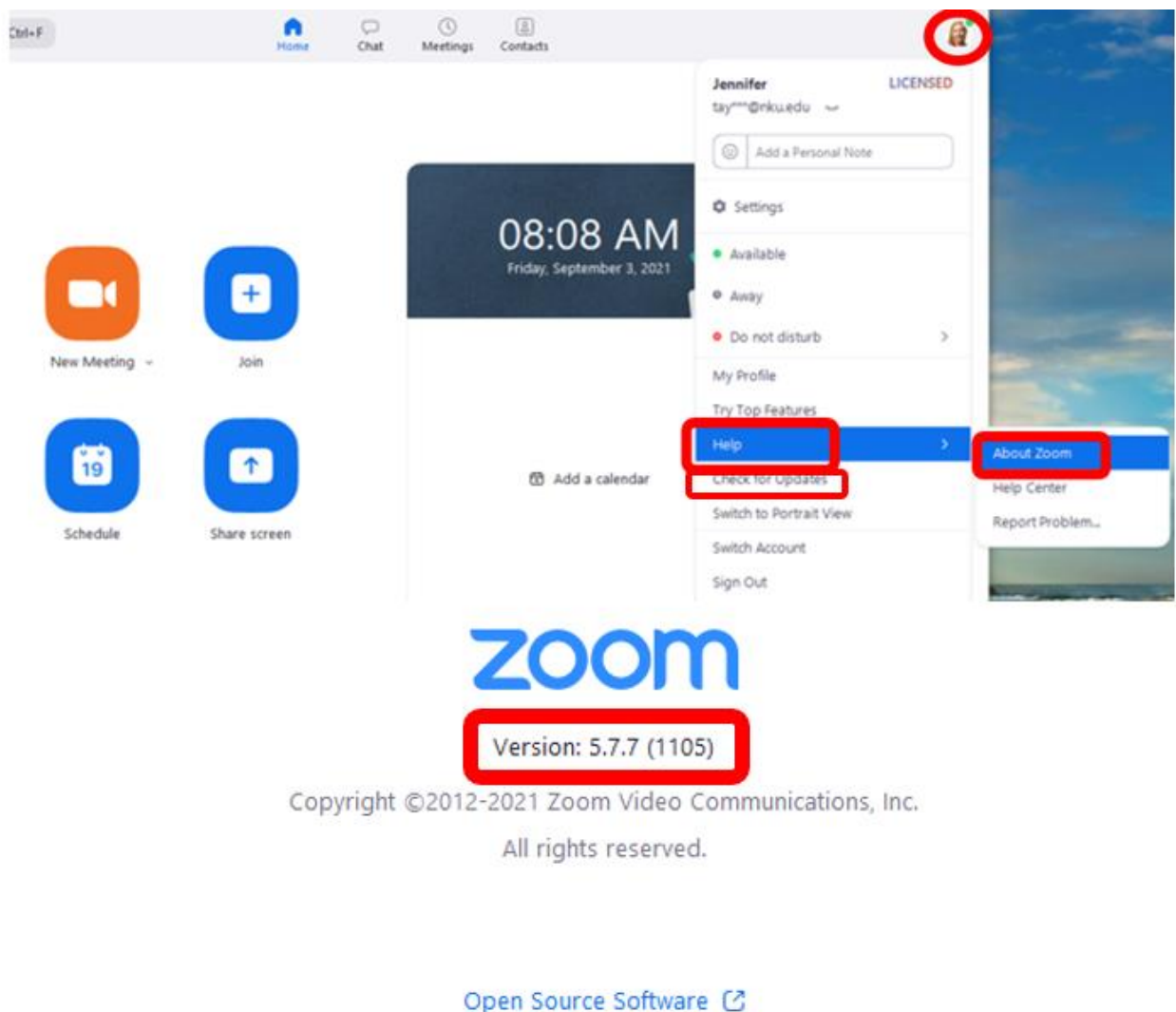
- Click your profile picture in the upper right corner to open the profile menu
- Click Help
- Click About Zoom
- The program will display information that includes your current version.

- Click Close (X) in the top right to close the "About Window)

To check for updates:

- Click your profile picture in the upper right corner to open the profile menu
- Click Check for updates
- If there is a newer version available, Zoom will download and install it.
- Click Close (X) in the top right to close the "About Window)

If you need assistance in updating your zoom version, please contact the IT Help Desk.



Nearpod

Nearpod is online software that allows faculty to create and use slide-based teaching in a hybrid layout. This allows for both classroom and remote instruction.

Faculty can create interactive learning resources that allow students to engage and learn via their device or a single screen in the room. It is possible to add questions along the way and have the students take part as you go.

Nearpod can also be used as an assessment tool and can illustrate student efforts in easy-to-analyze graphs and charts for a clear snapshot of progress.

Contact [Evan Downing](#) for additional information or to get started.

Northern Kentucky Norse App

Keep up with NKU sports using the “Northern Kentucky Norse” app on your mobile device. This app will show you what sporting events are coming up, the schedules for various sports, on-demand videos of postgame, and ticket information. Go Norse!

Team Dynamix for Departmental Assistance

Team Dynamix is a service management system for all activities planned, delivered, operated, and controlled by a department. Team Dynamix has been purchased by NKU and can be adopted by more departments at no additional cost. It is currently being used by IT and other departments. Here is a testimonial from Planning and Institutional Research (PIR):

Those of us in Planning and Institutional Research (PIR) reached out to IT this past summer for help in creating a ticket system to help us manage ad hoc requests for data. Nick Pearson and Staci Green met with PIR several times over the summer months to set up the PIR Ticket system in Team Dynamix. Team Dynamix functionality allowed us to design four or five in-take questions for a front facing client to answer in order to submit a ticket. On the backend or technician side, we complete additional questions as we work with clients to satisfy the data requests. The meta data gathered from these item responses provide critical details to us on the nature of data requests that are generated over time. Team Dynamix provides a virtual desktop with charts and tables

tracking open or in-process tickets. Pie charts detail the number of tickets team members were handling so we could quickly see who had bandwidth to handle additional work. We could also see which colleges or administrative areas required extra support. In Planning and Institutional Research, we have found Team Dynamix to provide the functionality we were looking for in a ticket system. To access the PIR Ticket system please log in with your myNKU credentials at this link: [Planning & Institutional Research Request form](#).

Contact [Nick Pearson](#) if you are interested in exploring ways Team Dynamix can be used in your department.

Do not Use CCleaner on NKU-Owned Computers

If you are using any version of CCleaner security software for PC, Mac, or web browsers on NKU owned computers you must uninstall it immediately as it violates University policy and CCleaner's licensing terms. Educational institutions are required to use non-personal, institutional licensing. It is important to note that simply purchasing a personal license for an NKU owned computer is not allowed per the terms of the CCleaner Licensing Agreement.

NKU IT is actively monitoring for CCleaner software usage and will contact users to remove any CCleaner software.

How to Encrypt email

Email is **not** a secure method to share sensitive data or personally identifiable information. Email messages can be compromised if they are intercepted in transit. Encrypting email is quick and easy with Outlook. Please see NKU IT's easy-to-follow [email encryption instructions](#) for how to send and how to open encrypted emails.

Important Wireless Device Migration Information

There are two new wireless networks on campus: NORSE_NET and NORSE_GUEST. These networks will replace NKU_ENCRYPTED and NKU_PUBLIC this fall to improve network security and network traffic management.

NORSE_NET is the secure connection that provides access to the internet and internal network resources (J: K: drives, etc.). To connect to NORSE_NET login with your NKU

username and password. NORSE_NET can be used by both NKU managed computers and personally owned devices.

NORSE_GUEST is the wireless connection for visitors to NKU's campus and alternative wireless devices (Rokus, Smart TVs, Game Consoles, IoT devices etc.) used by faculty, staff, and students.

- Guest connections to NORSE_GUEST expire after ten days.
- Alternative wireless devices registered with your NKU username and password will expire either after 60 days of inactivity or annually in May, after the Spring semester ends.
- The Guest network is intended for short-term internet-only access only.

The wireless networks, NKU_PUBLIC and NKU_ENCRYPTED will remain available for use until Monday, October 18 when they will be retired from service.

Please migrate your wireless devices to the new networks as soon as possible, at your earliest convenience.

If you have further questions or require assistance to move to a different wireless network, please contact the NKU IT Help Desk at (859) 572-6911, or [submit a service request](#).

Flexible Work Location

As we return to the office and have flexible work locations, please be aware that IT does not have the resources to provide docking stations, webcams, or monitors for multiple locations. Please plan to transport your laptop and power cord between work locations.

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

Check our website for the latest system alerts and news.

Follow updates on Twitter [@NKUCIO](#)