

September 2022



How to Make Links Accessible

Links are everywhere. We use them in emails, Word documents, websites, Canvas pages, social media posts, and more. Here is a quick guide to creating links that are user-friendly for all, and accessible for people who use assistive technology.

Don't paste long URLs. Instead, select text and turn it into a hyperlink. (In most programs this can be done by selecting the text, right-clicking, and then finding a menu option for "hyperlink" or "link.")

Bad: <https://servicedesk.nku.edu/TDClient/2436/Portal/KB/>

Good: [NKU Knowledge Base](#)

Note: It's okay to leave a URL as a URL if it is short and you want people to memorize it. For example www.nku.edu.

Service Alerts 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.

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.

Duo Multifactor Enrollment

To protect faculty and staff accounts, and personal data, and to ensure privacy, IT's information 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!

Update your Chrome Browser

When a browser releases an update, there's always a good reason. Often, it relates to security as your computer is interacting with others. Other times, features on a web page will no longer work with an outdated browser. If you experience slow internet speeds, it may be that your older browser cannot handle the latest and greatest code, and has trouble loading files on the website.

To update Chrome on your computer,

1. Open Chrome.
 2. At the top click the three vertical dots
 3. Click *Help*
-

Select *About Google Chrome*. If it is not up to date, it will update. You may need to click Relaunch to complete the update.

✓ Nearly up to date! Relaunch Chrome to finish updating.
Version 105.0.5195.102 (Official Build) (64-bit)

Relaunch

✓ Chrome is up to date
Version 105.0.5195.127 (Official Build) (64-bit)

Update your Other Browsers too!

While you are updating your Chrome Browser, it is a good idea to update all your browsers, on all of your devices.

Firefox:

Updating Firefox is similar to updating Chrome.

1. Click the three lines in the top right
2. scroll down to click *Help*
3. Select *About Firefox*
4. Firefox will check for updates automatically and if one is available it will be downloaded.

Edge:

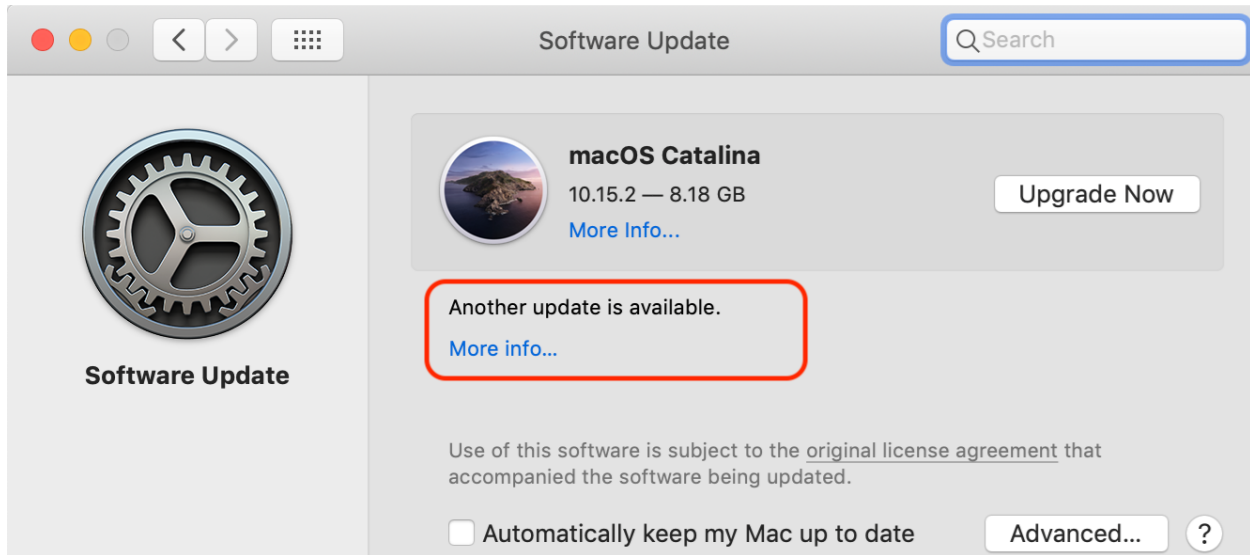
To update Edge on your computer, open Edge.

1. At the top click the three vertical dots
2. Click *Help and Feedback*
3. Select *About Microsoft Edge*
4. If it is not up to date, it will automatically update.

Safari:

Follow these directions to update Safari on your computer:

1. Go to System Preferences and select *Software Update*
 2. If there's an available update, click *Upgrade Now*
 3. To automatically receive macOS and Safari updates, check the box that says *Automatically keep my Mac up to date*
 4. Wait for your Mac to install any updates
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Feel free to contact the [IT Help Desk](#) for assistance updating these or any other browsers that you use.

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.

Apple Security Alert

If you have an Apple device (iPhone, iPad, laptop, computer), please update it immediately. Note: the update could take several hours to download. This update fixes a serious vulnerability that allows hackers to take full control of the device.

To update your iPad or iPhone: Go to Settings > General > Software Update > click the link to update your device. iPads and iPhones should be running iOS 15.6.1.

To update your Apple computer: Go to System Preferences > Software Update > Update Now.

For NKU-managed devices, IT will remotely initiate the download of the update for users to install at their convenience as it requires a system restart.

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](#).

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

Check our website for the latest system alerts and news.

Follow updates on Twitter [@NKUCIO](#)
