September 2024

News from IT
FACULTY AND STAFF EDITION

NKU | OFFICE OF Information Technology

Stay Informed with NKU IT's "X" Account

Follow the NKUCIO "X" account (previously Twitter) for the latest IT updates, technology tips, and important announcements. Stay ahead with real-time information on system maintenance, security alerts, and more. Don't miss out – stay connected with IT on "X".

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CyberSecurity Event

NKU is hosting a CyberSecurity Symposium on campus, October 18. Leading experts will be featured, discussing the latest threats, emerging trends, and best practices for staying secure. This symposium is open to all interested parties, including NKU affiliates and professionals from other organizations. Registration is required.

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Network Drive Clean-up

Faculty and staff are encouraged to participate in a "Clean-up" of their network drives, particularly their J and K drives. As we manage our digital resources, reducing disk space usage helps minimize storage, backup, and management costs. Before removing data please make sure to reference the Records and Information Management Policy.

We kindly ask everyone to review and delete unnecessary data that is no longer needed. This effort streamlines our systems and ensures efficient use of university resources. If you need assistance or have questions, please contact the IT Help Desk, or contact Vicki Cooper with any records retention questions.

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Beware of Fake "Employment" Email Scams

NKU faculty, staff, and students have reported a rise in scam emails offering fake job opportunities, mainly targeting students. These, and similar scams, can lead to financial losses and identity theft.

How the Scam Works:

1. **Initial Contact:** Scammers pose as employers, alumni, or NKU faculty.
2. **Attractive Offers:** Promises of high pay for minimal work.
3. **Personal Information Request:** Scammers request sensitive data like bank details or Social Security numbers.
4. **Check or Money Transfer:** Scammers may send fake checks, asking victims to deposit them and transfer funds, leaving them responsible when the check bounces.

Steps to Stay Safe:

1. **Verify the Sender:** Check email addresses carefully; contact the sender directly through known, trusted methods.
2. **Never Share Personal Information:** Legitimate employers won't request sensitive information via email.
3. **Be Wary of Unrealistic Offers:** High pay for little work should be a red flag.
4. **Research the Company:** Verify the company's legitimacy through quick online research.
5. **Don't Cash Suspicious Checks:** If asked to deposit and send money, it's likely a scam.
6. **Contact NKU:** Forward suspicious emails to Abuse@nku.edu or contact the [NKU IT Help Desk](#).
7. **Educate Yourself:** Learn about common scams to spot red flags.

Stay cautious and trust your instincts. If something feels "too good to be true," it probably is. Stay informed and stay safe!

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IT Service Alerts

Saturday, early mornings from midnight to 6:00 am are the NKU IT maintenance windows. IT does not publicize outages during these maintenance times, however, we want to remind campus that some services may be unavailable during these weekly timeframes while upgrades and changes are made to services.

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For alerts regarding which services will be unavailable, see IT's Service Alerts web page.

Additionally, you can check the status of some cloud-based services from this webpage. Status pages are available for:
- Canvas
- Campus Groups
- Duo
- Kaltura
- Microsoft Office 365
- Microsoft Teams
- Qualtrics
- Zoom

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LinkedIn Learning

Unlock your potential with LinkedIn Learning! Gain access to thousands of expert-led courses across various fields, from tech skills to personal development. Whether you're looking to advance your career, learn something new, or stay ahead of industry trends, LinkedIn Learning offers the tools you need to succeed. Sign up today and start learning at your own pace! NKU has Linked In Learning licenses for your use. Some licenses can be available for your student's use (pending availability of licenses). Please contact the Help Desk to request licenses.

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Technology Support Hours
The IT Help Desk is open for phone (859-572-6911) and chat support during the following hours:
- Monday – Friday: 7:00 am – 10:00 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.

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The [Norse Tech Bar](#) provides walk-in assistance in the University Center on the plaza level. Technology experts are available to answer questions and troubleshoot computer, tablet, and smartphone problems. Printers, lab computers with Microsoft Office, and specialized software are ready for use. Equipment loans are obtainable for Dell laptops, MacBook Airs, and iPads. Hours of service are:

- Monday – Friday: 9:00 am – 4:30 pm
- Saturday – Sunday: Closed

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Multifactor Authentication for Students - Reminder

We're rolling out MFA for students this semester to strengthen campus digital security.

Key Points:

- **Why MFA?** It adds an extra security layer, reducing unauthorized access.
- **On-Campus Convenience:** No MFA is needed when using campus network computers.
- **Future Requirement:** MFA will become mandatory for all students by the semester's end.
- **Easy Enrollment:** Step-by-step guides are available in our [IT Knowledge Base](#).
- **Perk:** MFA extends your password renewal period to a full year!

Take Action: Secure your digital space by opting into MFA today. Visit the [IT Knowledge Base for step-by-step enrollment instructions.](#)

Important Dates:

- College of Arts and Sciences required sign-up: September 11
- Chase Law required sign-up: October 14
- College of Business required sign-up: October 14
- College of Education required sign-up: November 4
- College of Health and Human Services required sign-up: November 4
- All remaining students will be required to sign up by November 11

Don't let the bad guys win, install MFA today! Contact the [IT Help Desk](#) for assistance.
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Open Labs
The following computer labs are operated by IT, open to all students, and available during each building's open hours. All labs have printing available.
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Location	Computers
BC 364	Windows
FH 253	Windows
GH 322	Mac
SC 3rd & 4th Floor	Windows
SL 1st Floor	Windows and Mac
SL 4th Floor	Windows
UC 252 ([Norse Tech Bar](#))	Windows and Mac