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January 2024



Happy New Year from The Office of Information Technology!

2024 Hana Database Migration

This is an early notification that NKU is going to begin a migration of part of the myNKU system that supports student information, finance, Human Resources, and reporting. We are working on a communication plan that we will share with the campus community shortly. Please note that these early months of the migration will not have an impact on current NKU operations.

Technology Support Hours

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 and lab computers with Microsoft Office and specialized software are ready for use. Equipment loans are obtainable for Dell laptops, MacBook Airs, and iPads. Norse Tech Bar support hours are:

- Monday – Thursday, 9:00 am – 4:30 pm
- Friday, 9:00 am – 2:00 pm, limited coverage.

The [IT Help Desk](#) support hours:

- Monday through Friday, 7:00 am – 10:00 pm
- Saturday through Sunday, closed.

Both the Norse Tech Bar and the Help Desk will be Closed on January 15 in observance of Martin Luther King Day.

Classroom Computers

Make sure to give yourself extra time to log in to classroom computers on the first day of class. Classroom computers may have been updated over winter break and it may take a few minutes to reconfigure your profile.

Remember, you should not save documents locally on classroom computers. Instead, use cloud storage via OneDrive, which can be accessed through webmail.nku.edu. Contact the [IT Help Desk](#) for more information on this process.

VoiceThread

NKU no longer licenses VoiceThread for Campus. If you need assistance finding an alternative, please [submit a service request](#) for a consultation with a Client Support Specialist.

Encryption and Personally Identifiable Information (PII)

Email is not a secure method to share sensitive data or personally identifiable information (PII). This is particularly important as we approach tax season. Remember to NOT email social security numbers, tax documents, or credit cards unless the email is encrypted.

Email messages can be compromised if they are intercepted in transit. Encrypting email is quick and easy with Outlook. See NKU IT's easy-to-follow [email encryption instructions](#) for how to send and how to open encrypted emails.

Wireless Upgrades

NKU IT's installation of new wireless across campus is going well. The following buildings are complete:

- Albright Health Center
- Campbell Hall
- Campus Recreation Center
- Ceramics
- Grant County
- Haile College of Business
- Landrum Academica Center
- Lucas Administrative Center
- Math, Education, and Psychology
- Regents Hall
- Truist Arena
- University Center

If you have any issues with the new wireless in the above buildings, or when traversing campus between buildings, please disconnect and then reconnect to Norse_Net.

NKU IT plans to continue upgrading wireless on campus throughout the early spring. The residence halls wireless will be upgraded in the late spring and through the summer.

Antivirus

If you are bringing new technology to campus or are connecting your personally owned device to the campus network, make sure it is protected with antivirus software.

NKU does not endorse a specific antivirus product for your personal use, but you can find [antivirus information and options](#) on the IT website.

The Great PDF Purge Continues

The "[PDF Purge](#)" continues! We appreciate your work, and would be happy [to help](#) if you have any questions or concerns! In this digital age, increasing importance should be placed on these files. PDFs are often the hardest file type to remediate; please delete all outdated files. Please implement the PDF cleanup in three easy phases:

Phase 1: [File Deletion in the Digital Asset Manager](#)

Phase 2: [Convert PDFs to Webpage Content](#) (where appropriate)

Phase 3: [Ensure the Accessibility of all PDFs](#)

Please submit a [service request](#) for assistance. Marketing & Communication and the IT Accessibility team look forward to helping you.

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

Check our website for the latest system alerts and news.
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