Lab/Classroom software requests are due now for fall semester

As part of annual maintenance, all lab and classroom computers have the operating system reinstalled to clear the clutter that accumulates during a school year. Therefore, any specialized software that was previously installed on computers will NOT be automatically reinstalled unless IT receives a request to do so, along with appropriate licensing verification.

If you would like any software added to departmental labs, smart classrooms or IT computer labs, submit a service request at http://infra.nku.edu/InfraForms as soon as possible. Because of the complexity of running multiple applications for instructional use on these systems, IT will not be able to add additional software to the lab computers after the setup is complete.

Walk-in technology assistance for faculty/staff now at Norse Tech Bar

We are transitioning walk-in technology assistance for faculty/staff to the Norse Tech Bar (instead of the IT Help Desk), effective immediately.

The Norse Tech Bar operates similarly to a Genius Bar® in that you can bring your device or question to us and we will personally walk you through the resolution. Whether your question is software or hardware related, stop by and we will do our best to assist. The Norse Tech Bar will continue to serve students as well so please remind your students that this great (and free) resource exists!

Hours:
Norse Tech Bar, University Center

- Summer: M-F 8 a.m.-4:30 p.m.
- Semester: M-Th 8 a.m.-6 p.m.; F 8 a.m.-4:30 p.m.

Also, remember that the IT Help Desk is available to students, faculty and staff via phone, chat, email or service request.

- M-F 7 a.m.-10 p.m.
- Sat. 8:15 a.m.-5 p.m.
- Sun. Closed during the summer. During the semester, we are open 12:30 p.m.-10 p.m.

Take control of your email quarantine

You receive periodic spam notification emails from quarantine@messaging.microsoft.com that list the messages recently blocked from your inbox. But if you are expecting an email that you haven’t received, did you know you can log into your spam folder at any time to see if it has been quarantined?

Here are some spam email tips.
• Go to webmail.nku.edu and click “access spam folder”. If you see an email that isn’t spam, you can click the envelope icon to release the message to your inbox. Please release only if you are sure the email is legitimate.

• If you find yourself having to release emails from particular senders often, you can “whitelist” them (or “blacklist” them if unwanted emails are entering your inbox). Log into your webmail (not your spam folder) and go into your settings (gear icon) for mail. Select the “block or allow” function and add the email address or domain to the appropriate list.

• Clicking the button “report as not junk” option isn’t effective in whitelisting emails. Instead, log into your webmail and “allow” the sender as described earlier.

• If you see an email listed in your quarantine that appears to be sent from your email address, don’t panic. This is called “spoofing” and rarely mean that your account has been compromised. It’s just a clever trick to get you to open a spam email.

If you’d like to report a malicious email, send it to abuse@nku.edu. If you have questions, please contact the IT Help Desk.

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**New Chair’s Dashboard launches this summer**

A new dashboard is now available for chairs to review enrollment statistics for their programs. The dashboard is accessible through myNKU and is updated daily with personalized detail highlighting graduate versus undergraduate enrollment. Demographic details are included and allow the user to analyze their student body by total or percent of the population. The dashboard also shows you at-a-glance how your current numbers compare to last year. The dashboard is organized into graphs that are both easy to read and compare. Additionally, an “Analysis” link is provided so that users may further explore enrollment by academic period, course, level, delivery method, etc. If you have any questions while using the dashboard, please contact the IT Help Desk.

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**Check out our new video for students**

We created a new video to help freshmen acclimate to the technology on campus. Check out (and share!) the “Top 10 Tech List for New Norse” at http://oit.nku.edu/students.html.

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http://it.nku.edu/

If you need assistance with technology, please contact the IT Help Desk via phone, chat or online service request. Or stop by the Norse Tech Bar in University Center. Check our website for the latest system alerts and news.