Extended support hours during move-in weekend

The IT Help Desk and Norse Tech Bar will be open extended hours to assist move-in activities.

**Thu. and Fri. (Aug. 18-19)**
- IT Help Desk hours: 7 a.m.-midnight
- Norse Tech Bar in University Center hours: 8 a.m.-4:30 p.m.
- Tables with IT support staff at Norse Commons: 8-4:30 p.m.

**Sat. (Aug. 20)**
- IT Help Desk hours: 8 a.m.-8 p.m.
- Norse Tech Bar in University Center hours: 9 a.m.-3 p.m.

**Sun. (Aug 21)**
- IT Help Desk hours: noon to midnight

Onsite technology support first two days of semester

During the first two days of classes, IT staff will be located in key areas of campus to help with smart classroom support and other technical questions. They will be stationed centrally in buildings (see below), but will be able to move about to assist faculty. As always, faculty can call 859-572-6911 for assistance, but we hope this in-person service will smooth early issues by providing an immediate response to technical problems.

- MP 3rd floor near elevators
- FA 3rd floor near plaza entrance (near Art Office)
- GH 2nd floor in the Informatics Commons
- HC 2nd floor near elevators
- LA 4th floor near elevators
- SC 3rd floor opposite elevators
- BC 1st floor entrance nearest MP
- SU Near plaza level doors

Summer upgrades and changes that may affect you

- We upgraded the equipment in the following **smart classrooms**: SC 164, SC 263, SC 366, SC 422, SC 426, SC 427, SC 461, SC 465, LA 205, LA 207, FA 416, MP 314, NH 322, NH 324.
- We replaced 75 **instructor computers** in classrooms across campus.
- We upgraded all or selected computers in these **computer labs**: SC 265 & 263, RH 233, BBT, HR 5, GC 201 & 220, GH 173 & 460-61, SL 300, CA 25 (a total of 129 machines).
- **NKU passwords** will require more complexity (a combination of upper, lower, numeric and special characters).
- **Windows 10** will be available by request as well as installed on all new machines deployed.
- **NKU Directory** (formerly called Find-It!) has expanded search capabilities. [http://directory.nku.edu/](http://directory.nku.edu/)
- **Norse Tech Bar** received 47 repurposed laptops from the METS Center to increase our equipment loan program for students.
- The navigation of the **IT website was streamlined over the summer to highlight the incorporation of a new service catalog**. The service catalog lists all of the technology services available in one easy-to-navigate section. If you can’t find what you are looking for on the website, please email us so we can adjust our site to be as user-friendly as possible. Also, if you link directly to our website, please check that your links still function. [http://it.nku.edu/](http://it.nku.edu/)

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**Login page for myNKU portal is changing effective August 31**

We are changing the login page that you use to access myNKU. Effective August 31, the login page will look very similar to the page you already use to log into webmail or other NKU services.

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**Start the school year off using cloud storage**
[http://it.nku.edu/svccatalog/software/softwarecatalog/microsoft-onedrive.html](http://it.nku.edu/svccatalog/software/softwarecatalog/microsoft-onedrive.html)

As part of our Microsoft Office 365 agreement, students, faculty and staff are offered free cloud storage on OneDrive. OneDrive provides a place in the cloud where you can store, share and sync your files. You can update and share your files from any device with OneDrive. You can even work on Office documents with others at the same time.

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**Software Self-Service**
[http://it.nku.edu/svccatalog/software/softwarecatalog/downloading-software.html](http://it.nku.edu/svccatalog/software/softwarecatalog/downloading-software.html)

We offer faculty and staff the ability to download many software titles to NKU owned devices. Instructions on how to do so are linked above and no interaction with IT is required (unless you experience issues). This includes Microsoft Office, ImageNow, Adobe Creative Cloud, Skype for Business and more.

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[http://it.nku.edu/](http://it.nku.edu/)

If you need assistance with technology, please contact the IT Help Desk via phone, chat or online service request. Check our website for the latest system alerts and news.