Technology is a fundamental component of university life. The Office of Information Technology (IT) exists so as to empower and serve the university community through accessible, collaborative, innovative and advanced technology solutions that provide an enriching academic experience to our students and to strengthen the ability to educate the public we serve.

This brochure provides a brief overview of the services we provide. Please visit our website, http://it.nku.edu, for more detailed information, news and system alerts.

HELP

it.nku.edu/help.html

We provide multiple ways to contact us with technology questions and requests for service.

IT HELP DESK

Service representatives are available via phone, chat, email and online service request. Whether you have a question about software or your computer is malfunctioning, the IT Help Desk can assist.

NORSE TECH BAR

If you prefer in-person assistance, visit the Norse Tech Bar in the University Center. Our student technicians are there to help faculty, staff and students. Don’t forget to direct students to this helpful resource!

ACCOUNTS

USERNAME AND PASSWORD

password.nku.edu

Your NKU username and password allow access to many systems used on campus. Your username is the first part of your email address.

Passwords expire every 90 days for your protection and can be changed at any time online. You will receive reminder emails when your password is about to expire.

Effective password management is crucial for both the security of the user and NKU. NKU will NEVER ask for your password and you should not share it with anyone. If you suspect your password has been compromised, change it immediately and contact the IT Help Desk if necessary.

EMAIL

webmail.nku.edu

Your NKU email address is issued via Microsoft Office 365®. This package provides access to email, cloud storage and calendars via a web browser, installed software (such as Outlook) and directly to mobile devices.

Both employees and students use the same email system allowing the entire NKU community to schedule appointments, view availability and send messages.

Email is archived every 30 days.
FILE STORAGE
Faculty, staff and students have varying options when it comes to storing files.

CLOUD STORAGE
As part of our Microsoft 365® agreement, students and employees are offered free cloud storage on OneDrive® to store your files. Cloud storage allows you to access and edit files using any device from wherever you have internet access. Instructions on how to use OneDrive® are on our website.

ON-SITE STORAGE
Faculty and staff have access to a personal drive (J:) that is stored and backed-up in our data center. Each drive allows 2 GB of space and can be expanded if necessary by contacting the IT Help Desk.

Faculty and staff have access to a drive that is shared by their entire department (K:). Access to this drive is automatic once your J: drive is established.

Faculty, staff and students have access to a web drive (W:) where you can post files that you want published to the web.

FLASH/THUMB DRIVE STORAGE
We encourage users to store work and school files on the drives listed above rather than portable options such as flash/thumb drives. The above options are backed-up, password protected and available from anywhere.

INTERNET
Most offices have a network jack available for wired internet.

WIRELESS INTERNET (WI-FI)
NKU hosts multiple Wi-Fi networks to meet many needs.

For NKU owned devices, you should connect to NKU_ENCRYPTED. This network provides full access to internal servers, email, shared drives, and other NKU systems. All data transmitted on this wireless network is encrypted between the device and the wireless access point.

For personally-owned devices, you should connect to NKU_SECURE. NKU_SECURE will prompt you for your NKU username and password when you connect via the web browser. NKU_SECURE provides full access to internal servers, email, shared drives, and other university systems.

NKU_PUBLIC is an open network that doesn’t require authentication. Because it is an open network, you may not be able to connect to certain systems that need more security regulations. We recommend connecting to NKU_ENCRYPTED or NKU_SECURE instead.
SOFTWARE
We provide site-licensed software to faculty and staff; some of which are available for installation on home computers.

myNKU
myNKU is the web portal for NKU’s financial, human resources, and student lifecycle management systems, which run on SAP® software. This integrated system allows you to access real-time information to carry out your job functions at NKU.

We offer training classes and documentation on most myNKU functions.

TRAINING CLASSES
We offer a variety of free training sessions and documentation on software throughout the year for the professional development of faculty and staff. We offer traditional, in-person class sessions, online classes and one-on-one consultations depending on the software and the needs of the user. Register online on our website.

We can also assist departments who need training resources for software specific to their department.

POLICIES
Employees are expected to follow all technology related policies. Every member of the NKU community has an obligation to exercise safe, responsible, ethical behavior when using the university’s computers, information, networks or resources, and must abide by University policies, local, state, and federal laws. Policies are linked from our website.

NKU OWNED COMPUTERS
Every NKU owned computer has a self-service Software Center already installed. There you can view and download any software you like without the help of a desktop support technician.

PERSONALLY-OWNED COMPUTERS AND MOBILE DEVICES
Work-at-home installation is available for specific software such as Microsoft Office®, Windows® and Adobe®. Place an order online on our website and pick up the product at the IT Help Desk in AC 220.

Also, much of the software required for classes is available via the NKU Virtual Desktop that may be accessed on all computers via an internet connection.
ACADEMIC TECHNOLOGY

CENTER FOR INNOVATION AND TECHNOLOGY IN EDUCATION

We administer the systems for academic technology (learning management system, lecture capture, etc.), however, the instruction and assistance for these systems is handled by the Center for Innovation and Technology in Education (CITE) located in Steely Library. Visit cite.nku.edu for more information.

TECHNOLOGY CHANGES QUICKLY.

While the information contained within this document was current when printed (July 2016), please check our website often for the latest information.