



Geek Services	Tech Commons Roark 2nd Floor	Library Atrium Crabbe 207
Windows/Mac Lab with printers	.	.
Underground Media and Makerspace	.	
Cloud Printers	.	.
Software Installs	.	.
Electronic Eq Checkouts		.
Advanced PC Support	.	
Virus/Malware Cleanup	.	
Fax Machine	.	
Lamination Station	.	.
Lounge	.	.
Gaming Checkouts	.	
Group Work Wreas	.	.

## Passwords

You should reset the initial, default passwords immediately.

Passwords **SHOULD** include:

- At least 10 characters
- At least one capital and one lowercase letter, one number, and one symbol (! @ # \$ %) when possible
- Change passwords regularly and never use the same password for all of your accounts
- Passphrases are best
- Use a password manager/vault (e.g., LastPass)

Passwords **SHOULD NOT** include:

- Names that can be found in dictionaries
- Dates or simple repeating patterns
- Reusing old passwords

Did you forget your password? Reset in EKU Direct under 'Personal Information' tab or contact the IT Service Desk: 859.622.3000

## Student Email ([mymail.eku.edu](mailto:mymail.eku.edu))

This is used for all official EKU communication and should be checked daily.

**User name:** first\_last@mymail.eku.edu (some people have a number after the last name)

**Password:** Reset the initial default password

**Expires:** Never, if you graduate from EKU

**Synchronized to:** Library databases, Wi-Fi, printing, and lab PCs

**Provides access to:** OneDrive, Office 365, calendar & address book, Google Drive, Google Docs

## When Emailing Professors:

1. Be formal. Use Dr. \_\_\_\_ or Dear Ms. \_\_\_\_\_. Don't use "text talk" or emojis.
2. Use a clear subject line that includes course number.
3. Be specific and thorough in your question/concern.
4. Be kind. Don't give attitude, and don't be demanding or pushy. For example, don't demand a fast response.
5. Proofread and use standard grammar and punctuation rules.
6. If you include an attachment, it should be mentioned in the email message.

## Phishing and Spam

Phishing is unsolicited spam email that asks you to update, confirm, or reveal personal identity & financial information.

EKU will never ask you to validate your account or provide your password in an email. Send suspicious emails to spam@eku.edu.

Always check a web address in a suspicious email by hovering over it. If it doesn't end in eku.edu you should not click it. Ask IT about it if you are unsure. Even if you don't give your personal or financial information clicking a bad link or opening an email attachment can infect your computer with a virus or other malware.

**Watch for:**

- False claims, warnings, and threats
- Missing or very generic email greeting
- Bad grammar and spelling
- A sense of urgency



## EKUDirect ([online.eku.edu](http://online.eku.edu))

EKUDirect is your gateway to accessing and managing academic and administrative information and services quickly and easily. You can do the following on this site:

- Sign up for Rave Emergency Notifications
- Register for classes
- View transcripts
- Register vehicles and pay parking tickets
- Find financial aid information
- Access DegreeWorks for academic planning
- Make payments to EKU
- Print book vouchers
- Activate email and change password
- Choose a meal plan
- View midterm and final grades
- Create a security question for password resets
- Apply for housing

The password for EKUDirect is unsynchronized and thus is different from myMail login information. To reset the pin, contact the Registrar's Office.

\*Watch for 2FA coming soon to EKU\*

## Blackboard ([learn.eku.edu](http://learn.eku.edu))

The recommended browser for Blackboard is Firefox.

You will not be able to access a course until the instructor makes it available. If you don't see a course listed on Blackboard, please contact the instructor and not IT.

Not all instructors who teach a course in person will use Blackboard, and thus may not make the course available at any point. Again, ask your instructor.

The course design is set by the instructor and may look and be organized differently between courses on Blackboard.

## Contact Us! ([geeks.eku.edu](http://geeks.eku.edu))

Phone: (859) 622-GEEK (4335)

Email: [geeks@eku.edu](mailto:geeks@eku.edu)

Or visit one of our two locations:  
Tech Commons | Roark 2<sup>nd</sup> Floor  
Library Atrium | Crabbe Library 207

Follow us!



@EKU Geeks

## Collaboration ([it.eku.edu/collaboration](http://it.eku.edu/collaboration))

EKU IT offers two main ways to collaborate: G Suite for Education and Microsoft Office 365. To access these you must use your full EKU email address and password.

G Suite for Education includes Google Drive, Docs, Sheets, Slides, and Forms. Access these at [gdrive.eku.edu](http://gdrive.eku.edu)

MS Office 365 includes Exchange Online, Office Online, Office Pro Plus, OneDrive, Skype for Business, and SharePoint. Access these at [myfiles.eku.edu](http://myfiles.eku.edu)

## Cloud Printing ([it.eku.edu/support/cloud-printing](http://it.eku.edu/support/cloud-printing))

EKU Cloud Printing is an IT service that allows users to print from any cloud print devices (e.g. your personal computer on campus or in an IT lab) to any cloud printer located on campus.

Once you register your EKU ID at a Cloud Printer station, you will be able to simply swipe your ID to release a print job. Just be aware that documents are only held in the cloud for 48 hours and then deleted. You are only charged if you print.

Students have a \$25 printing quota that reloads every semester that you are registered for classes. If you do not use all of the funds, they will expire at the end of each semester. If you go over the allotted amount, you will be billed for the overage on your student bill.

### Printing Fees:

B&W: \$0.10 | B&W Duplex: \$0.17 | Color: \$0.75

## Wi-Fi

Always connect to the `eku_secure` network (using your myMail username and password).

In order to connect to the campus network, your device must support WPA2 Enterprise. Wireless routers and wireless printers are NOT allowed in residence halls. To view the device connection list, visit: [it.eku.edu/devicecompatibility](http://it.eku.edu/devicecompatibility)



## EKU Apps

- Lime Bike is an app that allows students to find Lime Bikes on campus, giving a cheaper and quicker alternative to parking.
- Double Map is a real-time bus tracking app that allows students to track the exact location of EKU buses.
- LiveSafe is an app that lets you share your location with friends or get call escorts so you can walk safely on campus.
- Welcome2EKU app helps students get involved, stay organized, access resources, and communicate on campus.
- Blackboard app gives students all of the functionality of the website in a smartphone or tablet.