

WORK COMPUTER BEST PRACTICES

- NSU-owned computers receive security and system updates every 3rd Thursday of the month
- Make it a habit to restart your computer regularly for updates to take effect
- All files should only be saved to OneDrive (NSU Windows computers automatically back up the Desktop, Documents, and Pictures folders to OneDrive)
- Check the NSU App Store for Software that is available for you to download

CLASSROOM TECHNOLOGY BEST PRACTICES

- Be sure to arrive early to class so that any technical issues can be addressed before your class starts
- If you need technical help, click on the Live Tech Chat icon on the desktop to instantly chat with a technician
- If using a different computer than the podium one, bring any adapters you may need
- When class ends, sign out but leave classroom computers turned on to receive essential software updates

Client Technology Support (CTS) Contact Information

954-262-0070

Mon – Thur: 7:00 AM – 9:00 PM
Friday: 7:00 AM – 7:00 PM
Saturday: 9:00 AM – 5:00 PM
Closed on Sunday



For all technology help or requests,
please submit a ticket through:
nsuservicenow.nova.edu

Check out our **Technology Training** channel on:

Sharkmedia.nova.edu

MOBILE DEVICE BEST PRACTICES

- NSU email may only be accessed using Outlook (the built-in mail apps will not work)
- Keep your phone's operating system up to date
- Phones must auto-lock and be encrypted & password protected

SAFE COMPUTING BEST PRACTICES

- Never click on links in emails from unknown senders
- Use Phish Alert button in Outlook to report suspicious email to IT Security and delete it from inbox
- Don't go to unsafe websites
- Always check the email address of the sender
- Don't open email attachments from unknown senders



LIVE TECH CHAT

Look for this icon on all classroom podium computers to quickly get support from a technician

