Technology Updates

FALL 2025

KENNESAW STATE
UNIVERSITY

UNIVERSITY INFORMATION
TECHNOLOGY SERVICES

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PROJECT
SIGN IN

Improving Your Sign-In Experience at KSU

This September, Microsoft Authenticator will replace Duo as KSU's multifactor authentication (MFA) method. This change will improve your sign-in experience, enhance account security, and make password recovery easier.

What to do:
**Use this link to install the free Microsoft Authenticator app on your phone:**
Download the app.

- **Important:** Many apps look similar to Microsoft Authenticator. To ensure you download the correct one and connect it to your KSU account, please use the link provided above.

You must install Microsoft Authenticator using the link above by September 17. After that date, individuals who have not completed setup will need to contact the IT Service Desk and confirm their identity via video to regain access to their accounts.

UITS will keep you informed! Details and FAQs are coming soon. Check out the Project Sign In webpage for the most up-to-date information.

KSU is streamlining sign-ins and simplifying password resets !
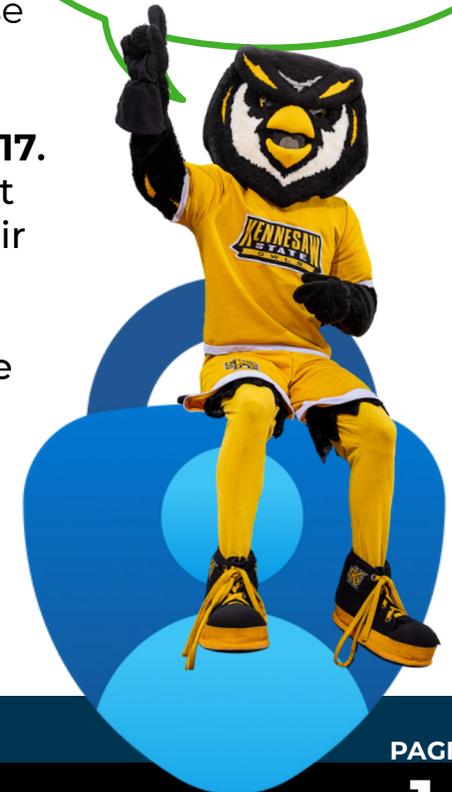
Questions or concerns? UITS is here to help! Contact the IT Service Desk.

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Renew Adobe Licenses

Adobe licenses need to be checked out on a semester-by-semester basis.

If you checked out an Adobe license for Summer, it expired in mid-May; if you checked one out for Summer, it expired on July 29 (with a 7-day grace period ending August 5). **You can now renew your license by following the steps to download software below.**

How to Download Software

1. Navigate to desktopsoftware.kennesaw.edu.

2. Log in with your KSU email and password.

3. Choose the software you plan to use for work.

4. A button on the top-right reads Add to Cart, Get Instructions, or Get Access.
   a. If the button says Add to Cart, click it to add the software to your cart, then view your cart and check out.
   b. If the button says Get Instructions, click it to open instructions for installing the software.
   c. If the button says Get Access, click it to be directed to an external site where you can access the software.

Have questions or need assistance? UITS is here to help!
Contact the IT Service Desk.

AI at KSU

As KSU embraces the use of artificial intelligence (AI) to enhance learning and administrative processes, and we are committed to responsible and ethical use of this technology.

To ensure data protection when using generative AI, use **Microsoft Copilot** when signed in with your KSUmail address and password.

Guidelines

- Use AI ethically.
- Use AI securely.
- Be transparent in how AI is used.
- Protect privacy when using AI.
- Use AI to support accessibility.
- Continuously learn how to use AI effectively.
- Collaborate and seek feedback when using AI.
- Be accountable for how AI is used.

For more information, please review this resource: **Guidelines for AI Use at KSU**

Live Training

Microsoft Copilot Workshops Provided by UITS

Join UITS for an engaging workshop delving into the exciting world of Microsoft Copilot, a powerful AI tool. This workshop is perfect for beginners and will explore topics like generating creative content, answering questions, and even proofreading your writing. ***Register and join in OwlTrain!***

KSU Technology Guides

The KSU Technology Guides clarify the "who," "what," "where," "when," "how," and "why" of accessing technology services, software, hardware, support, and processes at KSU.

Technology Guide for Faculty & Staff

Technology Guide for Students

D2L Brightspace Resources
For Students, Faculty, & Staff

Are you ready to enhance your D2L expertise? Check out D2L Brightspace Basics for Instructors. This series of short how-to videos covers essentials like course setup, gradebook management, and more. New videos are added regularly, so stay tuned for even more helpful content!

Share the student D2L overview video with your classes!

OwlTrain
Your E-Learning Resource

Explore OwlTrain, KSU's free e-learning platform featuring live and self-paced workshops and courses, e-books, and audiobooks on a variety of topics. OwlTrain features a user-friendly interface and a wide range of resources.

Sign in to OwlTrain to learn about . . .
- Data analysis and management
- Professional improvement
- And more!

Technology Training

UITS is here to help you succeed with technology. Check out these opportunities!

1-on-1 & Group Training

Schedule a 1:1 training session to address questions or cover a portion of an application such as the Microsoft 365 Suite or D2L Brightspace.

Workshops

Our live virtual workshops offer opportunities for you to learn how to use technology so you can be even more effective and efficient at work!

KSU Services Status Page

The KSU Status Page shows the status of the technology you use at KSU.

To subscribe and receive text or email alerts when services you use undergo maintenance or have outages, visit status.kennesaw.edu and click "Subscribe To Updates."

A list of 80 components you can subscribe to appears. Choose the systems that are most relevant to your job. You can select D2L Brightspace, Qualtrics, Owl Pay, etc. After you made your selection, click SAVE at the end of the page. You will receive a text or email to confirm your subscription.

If applications seem slower than usual, especially in the evenings, UITS may be running updates. Visit the status page for the latest information.

Technology Support

When you need immediate assistance with KSU-supported technology, **UITS is here for you!**

Contact the IT Service Desk

470-578-6999

service.kennesaw.edu/technology

Service Desk Walk-Up Counters:

Kennesaw: Sturgis Library, Room 4500

Marietta: Academic Building, Lower Level

KSU Technology Guide for Faculty & Staff