WHAT ARE NORSE APPS?
Norse Apps are the Luther-branded version of Google Workspace, a free online suite of productivity applications. Your Norse Key grants you access to Norse Apps. Visit luther.edu/helpdesk/norseapps for detailed information.
• Norse Mail (mail.luther.edu): Luther’s version of Gmail, a web-based email service that is available anywhere in the world. Use Google search to navigate through old emails.
• Norse Calendar (calendar.luther.edu): Keep track of your own schedule and share it with your colleagues.
• Norse Hangouts/Meet (mail.luther.edu): Integrated into Norse Mail, Hangouts is an instant messaging and video-chat platform that allows you to communicate with anyone on Norse Apps or Gmail.
• Norse Docs (docs.luther.edu): Web-based documents (Docs), spreadsheets (Sheets), and presentations (Slides). Create, share, and collaborate with others in real time.
• Norse Groups (groups.luther.edu): An easy way to set up and manage communications for any group on campus via email or web.

WHAT ABOUT CELLULAR SERVICE IN DECORAH?
Most cell phone providers cover the Decorah area to some degree. Check with your provider to make certain the area is covered in buildings on campus. If you’re unsure if your phone supports wifi calling, please check with your provider. Remember that to use wifi calling on the Luther wireless network, you’ll need to register your phone for network access.
Ask provider discounts as a Luther employee.

PREUS LIBRARY
Need technology help?
The Technology Help Desk
helpdesk@luther.edu, (563) 387-1000
Get answers to any computer or technology questions or help with any needs you have.

Need help borrowing something?
The Circulation Desk
library@luther.edu, (563) 387-1166
Check out books, DVDs, course materials, digital video cameras, portable hard drives, and more.

ENABLING GOOGLE 2-STEP VERIFICATION
All Luther email accounts must have Google 2-Step Verification enabled. Log in to mail.luther.edu from a browser to start the process. Instructions for setting up Google 2-Step Verification can be found at luther.edu/helpdesk/2-step. After your first login, you have a two-week grace period to set up 2-Step Verification on your email account. If you don’t enable 2-Step Verification in time, your account will be suspended and you will need to visit the Technology Help Desk.

ENABLE MULTI-FACTOR AUTHENTICATION (MFA)
Many Luther services are protected by a Multi-Factor Authentication (MFA) sign-in that uses your Norse Key. This is a separate sign-in and multi-factor process than the one for your Norse Apps (e.g., email). Visit mfa.luther.edu to set up or alter your Multi-Factor Authentication settings. Instructions for setting up MFA can be found at luther.edu/helpdesk/mfa.

TECHNOLOGY SERVICES
How do I obtain help with technology?
The Technology Help Desk is the front door to Luther’s technology services. Technology Help Desk staff are available to assist you with all your Luther-related technology needs. Visit luther.edu/helpdesk for hours of operation and more information.

The Digital Media Center (located on the lower level of Preus Library) is available for your multimedia needs. Staff are available to help with media conversion, event recording or streaming, or classroom technology. A lab with high-end computers is available for photo, media, or video editing, and there is a studio with green screen technology and equipment for photo or video shoots. Visit luther.edu/helpdesk/media-center for more information.

What accounts do I get at Luther?
Luther offers many online services and most of these need just one login: a Norse Key. Your Norse Key is your username and password to log in to Norse Apps (email, calendar, Hangouts/Meet, collaborative documents, and more), KATIE (our learning management system) and Norse Hub (earning statements, paid time off, and time entry), our library systems, lab computers, and other services.

For network security, Norse Key passwords must be changed every 180 days, and it is a violation of policy to share your password with anyone. Visit norsekey.luther.edu for more information. Please read about information safeguarding on Luther’s policy page and network use policies on the Luther ITS website.

Luther accounts and assigned computer equipment are primarily for Luther-related work. If you don’t already have a personal email account, please create one. Personal files should be stored on personally owned devices or within personally owned accounts.
LUTHER’S WIRELESS NETWORK
Every personal device that uses Luther’s network must complete a short registration process. This includes phones, personal computers, and other devices. Employees should not bring or use their own wireless routers, wireless printers, or other devices that broadcast a wireless signal.

For assistance in registering your phone or other devices, visit luther.edu/helpdesk/services for more information.

ROUTINE MAINTENANCE WINDOW
Routine maintenance and service work on software and network systems occurs early Tuesday and Thursday mornings between 12:00 a.m. and 8:00 a.m. year-round. During this window, all users must stay logged out of Colleague, Norse Hub, and Business Objects. Other systems may be accessed at the user’s risk.

ITS will not warn users about planned network outages and server downtime during the window. For more information, visit luther.edu/its/policies.

BORROWING EQUIPMENT
What technology equipment can I check out?
At the Circulation Desk in Preus Library, employees can check out laptops, iPads, digital video cameras, external hard drives, webcams, mobile hotspots, LCD projectors, presentation clickers, and computer and phone chargers (for work purposes).

How do I check out technology equipment?
Employees must use their ID cards to check out materials. Check your library account by clicking on the Library Account link on the Preus Library home page at luther.edu/library.

LABS AND PRINTING
What computer labs and classroom equipment are available?
Most classrooms are equipped with audio/visual equipment, including projectors, podium workstations, and sound systems. More than 20 computer labs on campus are available to students, and every residence hall has a lab with a printer. The Technology Help Desk also maintains an inventory of equipment available for short-term checkout to students, faculty, and staff. Submit a request at help.luther.edu for equipment needs.

How can I print and are there limits?
Employees do not have a printing quota. Instead, all printing is billed back to their department on a monthly basis. Visit luther.edu/its/paperext for more information.

Who manages printing and photocopying at Luther?
Luther partners with Ricoh Corporation to provide campus digital output services and support. The agreement includes management and operation of the college’s printing and mail centers and the supply, service, and support of copier and laser printers on campus.

Contact the Technology Help Desk for more information.

MORE ABOUT ITS
Are there online training resources available?
Yes! Luther subscribes to or has access to a number of training materials including LinkedIn Learning (linkedinealing/luther.edu). These offer a wide variety of web-based software training videos and resources that can be used for personal development or curriculum supplement and are available 24/7. Contact the Technology Help Desk for more information.

I have a question, comment, or need something. How can I contact you?
We welcome your comments, suggestions, and concerns. Please visit any of the service points in Preus Library or contact us at helpdesk@luther.edu (or (563) 387-1000).

TELEPHONE
What telephone service does Luther provide?
Telephone service is provided for all faculty and staff through Zoom Phone. Faculty and staff phone numbers begin with (563) 387-xxxx. Calls on campus only need the last four digits (e.g., 1000, 1111). To call of campus, dial the full number and press “Dial” on a physical phone, or the blue phone icon on a softphone. Please use your Luther phone for business calls only. Use your personal cell phone for personal calls. All phone issues or problems should be reported to the Technology Help Desk at x1000, helpdesk@luther.edu, or online at luther.zoom.us.

How can I manage my voicemail?
• Online through the Zoom portal at luther.zoom.us
• On your physical phone via the voicemail button (next to the 1 key), or by dialing “86” from the keypad
• On your smartphone through the Zoom app
• In your email account with the transcription of the message and an audio file of the actual voicemail

Visit help.luther.edu/helpdesk/services/phone for more information.

WHAT IF I HAVE SOMETHING PRINTED IN COLOR OR ON A POSTER?
Yes! The Technology Help Desk will color print anything. Contact the Technology Help Desk for more information.

DO I NEED A PERSONAL PRINTER?
Luther does not provide support for personal printers for employees. Instead, we focus our resources on workgroup printing solutions that are more cost-effective and provide better quality output.