



POSSIBILITIES

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TAMUDirect gives users more control

Experience the easiest way yet to communicate with classes through email - the new [TAMUDirect](https://tamudirect.tamu.edu/) (<https://tamudirect.tamu.edu/>).

The retooled version puts users in control of custom class email lists. They can create lists with one or multiple classes; decide who sends email; and choose whether to have moderation, and if so, who approves emails for distribution.

Powered by Google Groups, TAMUDirect maintains current class member rosters through the university's registration system and performs updates nightly. Step-by-step instructions are available in the [Knowledge Base](https://u.tamu.edu/tamudirect-instructions) (<https://u.tamu.edu/tamudirect-instructions>).

Help Desk Central, Software Center relocating for renovations

Texas A&M Information Technology is excited to announce a more modern [Help Desk Central](http://hdc.tamu.edu) (<http://hdc.tamu.edu>) and [Texas A&M Software Center](http://software.tamu.edu) (<http://software.tamu.edu>) coming Spring 2017. During the renovation, these services are temporarily relocating.

The Texas A&M Software Center will move to the DPC Annex/Computing Services Annex, Room 112, down the hall from its current location. Help Desk Central will move to Room 104, also down the hall from its current location.

The renovated spaces will open in approximately 9 to 12 months, with a more modern Help Desk Central that offers expanded space for walk-up assistance.

For assistance finding either new location, please call Help Desk Central at 979.845.8300 or follow the signs in and around the building.

IT Alerts, Status History tell you when service status changes

The [IT Self-Service website](https://u.tamu.edu/itselfservice) (https://u.tamu.edu/itselfservice) now can push messages about availability of many Texas A&M provided IT services and send updates when their status changes.

[IT Alerts](https://u.tamu.edu/ITalerts) (https://u.tamu.edu/ITalerts) - Web page indicates anytime a system is not functioning or only partially functioning. By clicking "Notify Me when Resolved", IT Alerts will send a message when the service's status has changed. Also available on this page, IT Change notices indicate when maintenance or upgrades are being performed.

[IT Status History](https://u.tamu.edu/ITStatusHistory) (https://u.tamu.edu/ITStatusHistory) - Provides five days of maintenance history. Allows users to subscribe to alerts for an entire service and sends notices anytime its status changes.

Protect Yourself: Spring cleaning for your identity

Experian credit bureau's ProtectMyID offers these suggestions to avoid giving identity thieves a paper trail to your life. Here are some examples:

Protect - Items to lock away

- Bills awaiting payment
- Credit Card information
- Income tax working papers
- Password lists
- Bank statements

Shred - Don't trash it, shred it

- Bank Statements
- Credit card offers
- Cancelled checks
- Cancelled credit cards
- Old photo IDs
- Pay Stubs
- Credit card convenience checks
- Old tax returns

Erase - Wipe it clean

When you sell or recycle a machine, be sure to remove these items:

- Passwords
- Account numbers
- Tax returns
- Addresses and phone numbers

For the full list, visit the [ProtectmyID.com](https://protectmyid.com) site.

IT customer service focus for Business Relationship Management team

Texas A&M IT is seeking to build its customer service capabilities with the recent addition of a Business Relationship Management (BRM).

In their new roles, Robert Cheyne and Jana McDonald will offer personalized service to colleges and departments, providing information on available services and working to improve and simplify interactions with our department. The BRM team will also use feedback gathered from campus to update and improve Texas A&M IT's service offerings.

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The PossibilitTies newsletter is delivering more news and useful tips that help put technology to work for you. If you have questions about any IT service, contact Help Desk Central at 979-845-8300 or helpdesk@tamu.edu.

This newsletter is produced by Texas A&M Information Technology Product Strategy & Communication. Tell us what you think about this newsletter by emailing tamu-it@tamu.edu.

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