

POSSIBILITIES

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IT Self-Service means help when YOU need it

The Texas A&M University IT Self-Service website is coming soon! IT Self-Service's easy-to-use interface will make getting assistance easier and more streamlined. In IT Self-Service, you can:

- Enter and track your support tickets online.
- Get prompt answers to questions through live online chat with qualified technicians.
- Search the Knowledge Base for instant answers to common issues.
- View up-to-date service outage and planned maintenance information.
- Check the IT Status History page for availability of major services during the past week.
- Sign up to be notified when a service is experiencing trouble or an issue is resolved.

The IT Self-Service website is launching this fall at <http://ITselfservice.tamu.edu>.

Protect Yourself: The little chip bringing big changes

You may have noticed a small change to the traditional credit card. More and more credit cards bear a small metallic microchip on their face. These EMV (Europay, Mastercard, and Visa) chip cards are bringing a higher standard of security to credit cards. Credit cards that utilize magnetic strips are easy for identity thieves to skim and duplicate, but EMV chip cards generate a unique transaction code that is used only once, making skimmed data useless to an identity thief.

In October 2015, a law will go into effect to shift the liability of credit fraud to businesses that do not have a chip reader. By this time, you should be able to use your EMV chip card at most major retailers, with smaller retailers not too far behind. EMV cards are offered free of charge by most banks and credit card companies. Find your credit card on this list to see if you are eligible to upgrade to the EMV chip card: <http://www.emv-connection.com/u-s-emv-issuers/>.

Fraud expert to share inside story

Save the date for the 8:30 a.m. Identity Security Keynote at the October 6 Financial Wellness Fair. You won't want to miss Sandy Sullivan, Senior Vice President/Fraud Management at Frost Bank in Houston, who will provide industry insider tips on protecting your identity.

I logged out... or did I?

When it comes to using Texas A&M University Google Apps on public computers, simply clicking the Sign Out button is not enough. When you log in to Google Apps, a Shibboleth session starts. If you log in to Google Apps to check an email and log out again, the Shibboleth session is still live (sessions last approximately 20 minutes), even if you logged out of CAS. If you are using a public computer or network, others can now access your Google account.

The secure option is to use a private computer and network to access your accounts. However, if you must use a public computer or network, prevent security vulnerabilities by launching a window in private mode or completely closing your browser after logging out.

Aggie LIFE offers new twist to classic game

As fall approaches, keep an eye out for this year's annual cyber security campaign. This October, Texas A&M Information Technology is testing your identity protection knowledge with the Game of Aggie LIFE. Inspired by the original Milton Bradley game, our version has a little bit more maroon, fun prizes and some tough questions to determine if you'll retire in style.

Early birds snagging spots at Tech Summit

Registration is live and Early-Bird Pricing is here for the 2016 Texas A&M University System Technology Summit. This year's Tech Summit has expanded to include six tracks, as well as Speed Geeking and the ever-popular Casino Night.

Keynotes include James Benham, CEO of the tech company JBKnowledge, Inc., who will dive into a future shaped by drones, sensors and apps, while Eric Hawley, CIO at Utah State University, will tackle one of the trickiest and most important issues of our day: security. The Call for Presentations opens next month, so watch for future announcements. Get your ticket while they last at <http://techsummit.tamu.edu>.

The PossibillTies newsletter is delivering more news and useful tips that help put technology to work for you. If you have questions about an IT service, contact Help Desk Central at 979.845.8300 or helpdesk@tamu.edu.

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