

POSSIBILITIES

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IN THIS ISSUE

- [5 Fastest ways to lose your identity](#)
- [Help Desk Central going live with ServiceNow Dec. 19](#)
- [Goodbye, Neo email](#)
- [CIO.tamu.edu website updated](#)
- [How to connect new mobile devices to campus services](#)
- [HR Identity Agent program begins](#)
- [Thank you for taking Texas A&M IT survey](#)

5 Fastest ways to lose your identity

1. "Online coupon for 50% off! Sweet!! Who cares if they want my birth date?" Don't trust online coupon offers that sound too good to be true. If they aren't from reputable and trusted stores, move on.
2. "I open any attachment sent to me. If it's in my inbox, it's fair game." Never open email attachments unless you're expecting it from a trusted source. Attachments could be used to infect devices with viruses and spyware.
3. "I use the same password for everything. How else can I remember it?" Use different, strong passwords on your accounts. Consider using a password vault to save you the headache of remembering multiple passwords.
4. "When I upgrade my device, I throw the old one in the trash." Clear all information before reselling or disposing of old devices. Devices can hold all kinds of sensitive information, including your online banking password and email access data.
5. "I want everyone to know about my exciting life. I post everything as publically as I can." Customize privacy settings to control what and with whom you share. Internet thieves and predators want to exploit you through the information you post.

Learn more about staying safe online at security.tamu.edu.

Help Desk Central going live with ServiceNow Dec. 19

Help Desk Central will transition to ServiceNow from Keystone, their legacy ticketing system, on December 19. You can still contact Help Desk Central as before: by phone (979.845.8300), email (helpdesk@tamu.edu), chat (hdc.tamu.edu) or in person (Computing Services Center, Room 1112). In response, you'll receive feedback via ServiceNow referencing your request. Read more at u.tamu.edu/ServiceNow-info and view project updates at u.tamu.edu/ServiceNow-updates.

Goodbye, Neo email

Texas A&M Gmail is now the official email service for Texas A&M students. We recommend email be sent to students' "NetID@email.tamu.edu" account. Mail sent to students' "NetID@neo.tamu.edu" address will forward until fall 2015.

CIO.tamu.edu website updated

The site for the Office of the Associate Vice President and Chief Information Officer, cio.tamu.edu, has a brand new look. CIO.tamu.edu is mobile friendly using responsive web design. The site includes information on current projects and initiatives conducted by Texas A&M IT.

How to connect new mobile devices to campus services

Is a new mobile device in your future? Here's how to connect to campus services:

- Wireless: [hdc.tamu.edu/Connecting/Wireless/TAMULink for Mobile Devices](http://hdc.tamu.edu/Connecting/Wireless/TAMULink_for_Mobile_Devices)
- Email: [hdc.tamu.edu/Connecting/Email/Mobile Email](http://hdc.tamu.edu/Connecting/Email/Mobile_Email)
- Virtual Private Network: hdc.tamu.edu/Connecting/VPN

HR Identity Agent program begins

The Identity Management Office has launched an Identity Agent program designed to support departmental use of NetID accounts. Designated HR Identity Agents will now be able to modify employee records directly in the NetID system, eliminating extra paperwork and enabling or preserving access for employees in transition. Contact identity@tamu.edu if you have questions.

Thank you for taking Texas A&M IT survey

Thank you for taking the time to provide your feedback to us. Your comments will be used to help improve our service offerings. The winners of the iPad mini and \$50 Amazon gift card are: Students - Michael N. and Catherine D., Faculty/Staff - Lesley M. and Sabrina S.

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.

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.