

POSSIBILITIES

Texas A&M Information Technology

Spring 2012

NEW

ABOUT THIS ISSUE

IT'S NEW!

We've been hard at work adding and upgrading services. Take a tour of the new discounted software website. Learn the best way to securely connect to Texas A&M from off campus.

If you have any questions about an IT service, contact Help Desk Central at **979.845.8300** or send an email anytime to helpdesk@tamu.edu.

Tell us what you think about this newsletter. Send us an email at tamu-it@tamu.edu.

NEW, Easy-to-Use VPN Provides Better Security



The new, easy-to-use Virtual Private Network (VPN) provides better security and increased reliability. VPN lets you be "on campus" with access to the Texas A&M Network from anywhere, including your mobile phone or off-campus computer.

When Should I Use VPN?

Use VPN to access IT resources only available on campus, such as internal websites, files and more. Ask your departmental IT staff about services you can access with VPN.

Use VPN to increase your security on public Wi-Fi. The new VPN shields all of your online activity from hackers to protect your privacy.

How Do I Connect to VPN?

Desktop/Laptop users visit: connect.tamu.edu.

iPhone users visit: url.tamu.edu/iPhoneVPN.

iPad users visit: url.tamu.edu/iPadVPN.



Texas A&M Information Technology *presents*

CONNECTING WITH OUR CUSTOMERS

2011 INTERACTIVE ANNUAL REPORT

IT.tamu.edu/annualreport

Software.tamu.edu Quick Tour

The Texas A&M Software Center manages software.tamu.edu, where faculty, staff and students can purchase discounted software for personal use.* The redesigned site makes shopping for discounted software easy.

*Check with your department about eligibility to buy discounted software.

The screenshot shows the 'Software Store' interface with a progress bar at the top indicating seven steps: 1. select your state, 2. confirm your eligibility, 3. agree to licensing terms & conditions, 4. select products, 5. select payment & delivery options, 6. submit payment, and 7. print receipt & delivery instructions. The current page is 'step four select products'. A 'Welcome' sidebar on the right contains links for 'View Cart', 'View Purchase History', and 'Logout'. The main content area displays a product group for 'Camtasia Studio - Expires 12/31/2012 - email only' with two product options, each with a 'Product Description' and 'System Requirements' link. Callout boxes provide additional context: 'Easily keep track of the shopping process.' points to the progress bar; 'Proceed to checkout for secure TouchNet payment processing.' points to step 6; 'Access your shopping cart.' points to the 'View Cart' link; 'View past orders.' points to the 'View Purchase History' link; and 'Browse available products.' points to the 'More Products >>' link.

Easily keep track of the shopping process.

Proceed to checkout for secure TouchNet payment processing.

Access your shopping cart.

View past orders.

Browse available products.

NEW Filex Features

Increase Flexibility and Security



Filex allows you to easily encrypt and send confidential files, such as student records. Recent Filex updates increase flexibility and security:

Keep files up to 30 days: Files are normally deleted after seven days, but users can make a one-time extension to keep files longer. After the retention period expires, files are automatically deleted from the Filex server.

Allow upload only, no view: This feature allows you to give people access to add files, but not view or download other files in your folder. Students could upload to an instructor's folder without being able to see other students' files. Also, this option could be used for receiving bids from vendors.

Protect Encryption Keys: You can choose not to have Filex send you an email with the encryption key. With this feature, the encryption key will only be presented once on your computer screen. The sender must communicate this key to the recipient.

To use Filex, go to filex.tamu.edu. To learn how to use Filex, see url.tamu.edu/howtofilex.

POWER to the PEOPLE:

Self-Service Password Reset

Don't be inconvenienced the next time you forget your NetID password. Set up Self-Service Password Reset.

The new system asks for a mobile phone number or alternate email address – no more impossible-to-remember security questions and no need to call Help Desk Central! If you forget your password, a temporary one is sent to your mobile phone or email address.

To get started, visit gateway.tamu.edu and choose "Password Settings."

More NEW Services

Howdy Mobile howdy.tamu.edu

Mobile version of the Howdy web portal.

i>clicker url.tamu.edu/iclicker

Centrally supported clicker technology.

Laserfiche laserfiche.tamu.edu

Enterprise document management system.

PowerSteering pmo.tamu.edu/Tools/PowerSteering.php

Enterprise-level project portfolio management tool.

Qualtrics url.tamu.edu/qualtrics

Securely design, distribute and analyze surveys online.

Sundial sundial.tamu.edu

Web-based appointment scheduling for students and advisors.



IT Fun Fact

If you bet that the world's most powerful supercomputer is located in the United States, would you win?

Hint: Visit www.top500.org.

ANSWER: NO. AS OF NOVEMBER 2011, JAPAN HOLDS THE TITLE.

New Core Curriculum **Technology Enhancement Grants** Awarded

Six grants totaling \$428,733 were awarded by the Office of the Provost to enhance core curriculum outcomes through technology and distance education. Dynamic motion charts, an online role-playing game with diverse worlds, an online tutoring tool and online applets for calculus are among the proposals funded. Instructional Technology Services will provide instructional design services and support for those who received grants. Read more at url.tamu.edu/2012awards.



POSSIBILITIES is celebrating its second birthday with newsletters delivered to your email inbox. In addition to the printed newsletters, look for one email newsletter per semester with more news and useful tips that help put technology to work for you.