POSSIBIL**IT**IES

Texas A&M **Information Technology**

Summer 2011

ĀM | TEXAS A&M
UNIVERSITY

PossibilITies on the Web

Exploring new web services is the theme for our summer newsletter. Take a tour of the new Help Desk Central website. Learn about our new Filex service, the secure way to transfer files.

If you have any questions regarding an IT service, contact Help Desk Central at 979.845.8300 or feel free to email them at helpdesk@tamu.edu.

Tell us what you think about this newsletter by emailing **tamu-it@tamu.edu**.

NEW!

HELP DESK CENTRAL WEBSITE

Redesigned with You in Mind

Help Desk Central's website, **HDC.tamu.edu**, helps you use campus IT resources with how-to information and answers to frequently asked questions.

Now, the redesigned website lets you find information you need faster. All-new navigation gets you to pages with fewer clicks. Added features keep you informed with IT service status updates and news.

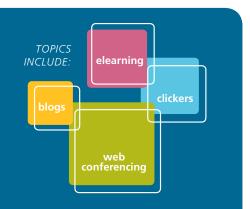Look inside for a quick tour of the new **HDC.tamu.edu** website.

Visit **HDC.tamu.edu** when you are looking for help on IT services at Texas A&M. Let us know what you think about the new site by emailing your comments, ideas or questions to **tamu-it@tamu.edu**.
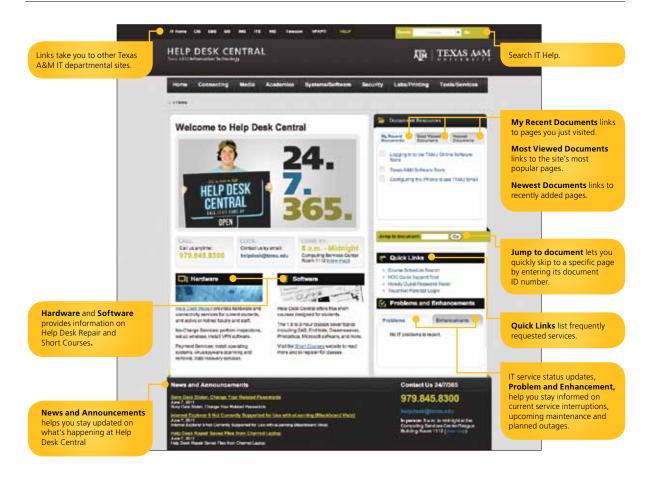
Join us for REBOOT CAMP

Monday, August 15 – Friday, August 19, 2011

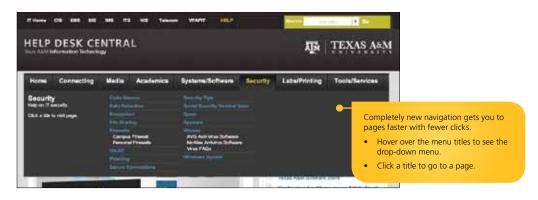**A week long series of refresher training sessions on technology-enhanced teaching.**

View the Schedule and register at: **url.tamu.edu/reboot**

TOPICS INCLUDE:

elearning

clickers

blogs

web conferencing

New HDC.tamu.edu Quick Tour

Links take you to other Texas A&M IT departmental sites.

Search IT Help.

HELP DESK CENTRAL

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Welcome to Help Desk Central

My Recent Documents links to pages you just visited.

Most Viewed Documents links to the site's most popular pages.

Newest Documents links to recently added pages.

Jump to document lets you quickly skip to a specific page by entering its document ID number.

Hardware and **Software** provides information on Help Desk Repair and Short Courses**.**

Quick Links list frequently requested services.

IT service status updates, **Problem and Enhancement,** help you stay informed on current service interruptions, upcoming maintenance and planned outages.

News and Announcements helps you stay updated on what's happening at Help Desk Central

Help Desk Central Menus

Completely new navigation gets you to pages faster with fewer clicks.

- Hover over the menu titles to see the drop-down menu.
- Click a title to go to a page.

Filex The Secure Way to Transfer Files

You may know Texas A&M requires encryption when sending confidential information electronically. What most of us don't know is how to do this. The chosen few can use openSSL to encrypt a file using AES-256-CBC…

For the rest of us, there's Filex!

It's a new, easy way to encrypt and send files. Filex is also a great tool for transferring files that are too large to send as an email attachment.

Simply log in to **filex.tamu.edu** and follow three easy steps.

1. **Create a folder in Filex.**
2. **Upload files.**
3. **Add the email addresses of your recipients.**

Filex will send an email to your recipients with a link to the file.

If a file contains sensitive information, click Encrypt this file. Then give the code that Filex provides to your recipients, and Filex will take care of the rest.

Need to send the file to lots of people? You can use bulk mail addresses such as TAMUDirect or Listserv lists. You can even send to off-campus email addresses and customize permissions, so your recipients can upload files to your Filex folder.

Remember: Filex is a file transfer system, not a long-term storage solution. Files are automatically deleted from the system after three days.

Stop emailing large files or sensitive information. Filex it instead!

For help on using Filex, see **url.tamu.edu/howtoflex.**

Featured **Service**

Wikis @ TAMU

No-cost wikis for Texas A&M faculty, staff and students.

Itsinfo.tamu.edu/wikis | itshelp@tamu.edu

Did You **Know?**

Url.tamu.edu

Texas A&M IT uses **url.tamu.edu** to make shorter, easier-to-remember links for pages with long addresses. Unlike other URL shortening services, you can trust **url.tamu.edu** links to take you to a .tamu.edu address.

Cascade Server

A New Tool for Shared Control of Websites

Cascade Server streamlines website maintenance with tools to easily add, delete or modify web pages without technical programming knowledge. Websites can be published to multiple formats, including PDF and mobile sites. The shared service lets departments gain access to an enterprise-level system at low subscription rates. Visit **cascade.tamu.edu** for answers to frequently asked questions about the system, rate information and how-to videos. The new Help Desk Central site was redeveloped using the Cascade Server content management system.

Contact tamu-it@tamu.edu for more information.

Useful **Campus Web Services**

Service	URL
Blogs @ TAMU *Online journals*	**blogs.tamu.edu**
Cascade Server *Web content management system*	**cascade.tamu.edu**
Centra Webconference *Online conferencing system*	**webconference.tamus.edu**
Custom web services *Web-based applications, sites, hosting*	**itss.tamu.edu**
eLearning *Online learning management system*	**elearning.tamu.edu**
Howdy Web Portal *Connect to university records, resources*	**howdy.tamu.edu**
iTunesU *Texas A&M podcasts and presentations*	**itunes.tamu.edu**
MediaMatrix *Internet media storage, streaming*	**mediamatrix.tamu.edu**
People.tamu.edu *Personal Websites*	**people.tamu.edu**
Podcast Training *Hands-on training workshops*	**itsinfo.tamu.edu**
TAMULink *Campus wireless*	**tamulink.tamu.edu**
Virtual Private Network *Access campus resources from anywhere*	**url.tamu.edu/vpn**
Webcasts *Live web video broadcasts*	**ttvn.tamu.edu**
Wikis @ TAMU *Collaborative information repository*	**wikis.tamu.edu**

Geek Speak Quiz
What do these Acronyms Mean?

1. **HTTP:**
    a) Hypervisor Two-phase Translation Process
    b) Hypertext Transfer Protocol
    c) Holographic Televised Twisted Pair

2. **SSL:**
    a) Super Secret Language
    b) Secure Sockets Layer
    c) Simultaneous Streamed Lighting

3. **HTML:**
    a) High Tech Media Location
    b) Home Theater Maintenance Log
    c) Hypertext Markup Language

4. **CMS:**
    a) Content Management System
    b) Color Monitoring Service
    c) Complementary Metal Semiconductor

5. **FTP:**
    a) File Transfer Protocol
    b) Full Time Person
    c) Flat Television Panel

1. b 2. b 3. c 4. a 5. a