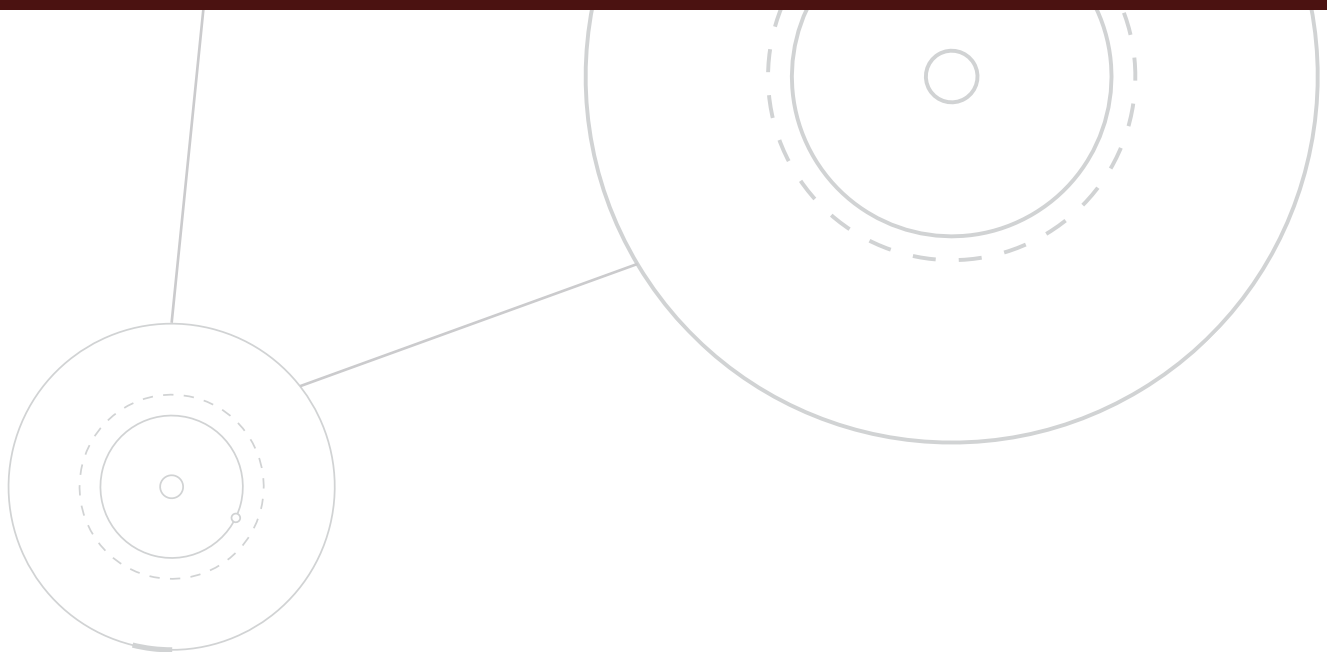




GETTING STARTED

INFORMATION TECHNOLOGY RESOURCES
FOR NEW TEXAS A&M EMPLOYEES



A WELCOME MESSAGE FROM TEXAS A&M INFORMATION TECHNOLOGY

At Texas A&M University, we are dedicated to the discovery, development and application of knowledge. Whether communicating with colleagues or students, connecting to the Internet and the campus network, or managing daily university business, information technology is a vital component of achieving this mission.

"...look to Texas A&M Information Technology for the IT resources, facilities and assistance needed to attain your goals."

As you embark on your career at Texas A&M, you can look to Texas A&M Information Technology for the IT resources, facilities and assistance needed to attain your goals.

Need information about an IT service? Not sure where to look? You can also visit our website, [IT.tamu.edu](https://it.tamu.edu), for a comprehensive list of services provided by Texas A&M IT. You can stay updated on the latest news at [it.tamu.edu/it news facstaff.rss](https://it.tamu.edu/it-news-facstaff.rss) or follow us on social media:

- ❑ Facebook: like [tamuit](https://www.facebook.com/tamuit).
- ❑ Twitter: follow [@TAMU IT](https://twitter.com/TAMU_IT).
- ❑ Instagram: follow [tamuit](https://www.instagram.com/tamuit).

If you have any questions, comments or suggestions, support is provided to you around the clock. Please contact Help Desk Central by phone at 979.845.8300 or by email at helpdesk@tamu.edu.

BASIC STEPS TO GETTING STARTED WITH INFORMATION TECHNOLOGY

- ❑ Set up your Single Sign-On account at sso.tamusc.edu. Contact your Human Resources administrator for assistance.
- ❑ Claim your NetID. Go to gateway.tamusc.edu and click Claim Your NetID. You will need your UIN. Set up self-service password reset to be able to reset your NetID password if you forget it (part of the NetID claim process).
- ❑ Set up your email account. Ask your department or agency IT administrator for help.
- ❑ Set up forwarding for your @tamusc.edu address. Go to gateway.tamusc.edu and click Email Settings.
- ❑ Receive special accounts required for your position, such as Compass (if necessary). You may need to take extra training to receive these types of accounts. Ask your supervisor for guidance.
- ❑ Check your Open Access Labs account details (if necessary). Go to oal.tamusc.edu and click Account Details.
- ❑ Complete assigned online training, including Information Security
- ❑ Awareness Training. You will receive email reminders to take required training.
- ❑ Enroll in Code Maroon, Texas A&M's emergency notification service. Go to codemaroon.tamusc.edu.
- ❑ Set up voicemail, including recording your greeting (if necessary). See u.tamusc.edu/voicemail for instructions.
- ❑ Look into vendor discounts for personal cell phone plans (optional). See u.tamusc.edu/celldiscount.
- ❑ Set up TAMULink wireless on your mobile devices (optional). Go to u.tamusc.edu/wireless.
- ❑ Set up Virtual Private Network on your home computer or mobile device to securely access the campus network (if necessary). Go to connect.tamusc.edu to log in.

SECURITY & ACCOUNTS

Information Security

Go to security.tamu.edu for IT security information for employees.

University Rules and Standard Administrative Procedures (SAPs) define acceptable use of computers, information systems and networks provided by Texas A&M. Employees are bound by these policies and are responsible for understanding and adhering to them. View University Rules and SAPs at rules-saps.tamu.edu.

Each member of the campus community is responsible for the security and protection of electronic information resources under their control. As a Texas A&M employee, you may have access to confidential information, such as student educational records, the privacy of which you are obligated to protect. The following resources help you learn more about your responsibilities.

Texas A&M's Information Security Awareness Training, which is required to be taken annually, contains a section about protecting confidential information. Read more about the training at eodinfo.tamu.edu/other/required-training.

The Information Security website at security.tamu.edu presents important steps you can take to help ensure the security of personal information and computers, as well as campus systems and resources.

Reporting an Information Security Incident

To report an event that results in unauthorized access, loss, disclosure, modification, disruption or destruction of information resources, whether accidental or deliberate (TAC 202.76), send an email to security@tamu.edu.

SECURITY & ACCOUNTS

UIN

Your Universal Identification Number (UIN) is a randomly generated, nine-digit number that Texas A&M assigns to you instead of using your Social Security number. This number can be found on the bottom right of your Texas A&M ID card. Your UIN lets you log in to the Single Sign-On system to use services such as HRConnect, TrainTraq, LeaveTraq and others. To activate your account, go to sso.tamus.edu. You will need your UIN and your department's ADLOC code. For help, please consult your department or agency Human Resources administrator.

NetID

Your Texas A&M NetID is an electronic identifier (username) for logging in and accessing many university resources such as the Howdy web portal, Texas A&M Exchange Email, on-campus computers and much more. Read more about your NetID and tools for managing your NetID password at u.tamu.edu/NetID. Select your NetID and password by going to the Aggie Account Gateway at gateway.tamu.edu and clicking Claim Your NetID. You will need your UIN to set up your NetID.

Be sure to keep your NetID password safe and confidential. NetID passwords expire periodically. Passwords with 8 – 15 characters expire after one year. Passwords with 16 or more characters expire after four years. You will receive an email reminder as your password expiration date nears. The Aggie Account Gateway (gateway.tamu.edu) is the place to go to look up when your NetID password will expire, change your NetID password, set up or use self-service password reset, and edit your email and directory information.

Self-Service Password Reset

Setting up self-service password reset allows you to reset your own NetID password if you forget it. Simply provide an alternate email address or mobile phone number. To set-up self-service password reset, visit gateway.tamu.edu and select the Password Settings tab.

When choosing your NetID, keep in mind that it becomes part of your publicly listed email address.

Remember: *Sharing your NetID password violates university rules. The university can detect simultaneous logins from separate locations.*

Note: *UINs and the Single Sign-On system are maintained by The Texas A&M University System, not by Texas A&M Information Technology.*

EMAIL

The email system that you use is determined by your unit. Most employees use Texas A&M Exchange Email. All students use Texas A&M Gmail. Check with your IT personnel about the system to use.

Your Primary Email Address

The university sends important email announcements to your '@tam.u.edu' address.

Regardless of the email system you use, you need to set up your primary email address, which is 'yourNetID@tam.u.edu'. This is the address that is publicly listed in the campus directory. When you publish your email, such as on your business card, be sure to use your '@tam.u.edu' address.

You can set up your '@tam.u.edu' address to forward messages to any mailbox you designate. Follow the directions at u.tam.u.edu/forward. For more information about setting up your primary email address, go to u.tam.u.edu/directory.

Google Apps at Texas A&M

Texas A&M offers Google Apps, including Gmail, Calendar, Drive, Groups, Sites, Talk and others. Faculty can request a Google Apps account for collaboration with students and colleagues. For more information, visit google.tam.u.edu. See u.tam.u.edu/mobileemail for help on setting up and using Google Apps at Texas A&M.

Other Email Tools

The Campus General Interest Email Lists are bulkmail groups that can be used to send messages to the campus that are not necessarily official university business. Read more at u.tam.u.edu/Campuslist.

Listserv allows you to subscribe to email lists for interest groups, clubs and other organizations. Learn more about subscribing to a list or becoming a list owner at listserv.tam.u.edu.

With the Bulkmail system, you can reach a broad audience and specific groups at Texas A&M. To find out more, visit u.tam.u.edu/bulkmail.

With TAMUDirect, individuals or offices can use preloaded email lists to send messages to specific groups of recipients at Texas A&M. Read more at u.tam.u.edu/tamudirect.

TELECOMMUNICATIONS

Telecommunications

Many telecommunication services are available for conducting university business. Most of these services are handled through your department or agency. Visit u.tamu.edu/avt for more information.

See user guides for voice mail and office phones at u.tamu.edu/voice.

If you will be taking international trips, contact Texas A&M Information Technology at 979.845.1020 about adding an international calling or data plan to an existing department cellular device, or renting an international phone. For more, see u.tamu.edu/celltravel.

Distributed Antenna System

Texas A&M Information Technology operates a Distributed Antenna System (DAS) on campus to expand mobile coverage and maintain quality of service for cell phone users. Instead of large cell towers, DAS uses microcells of antennas mounted on or in buildings to provide better coverage and added capacity. AT&T and Verizon Wireless have agreements with Texas A&M to use DAS. Customers of these carriers see improved mobile service on campus.

Conferencing Services

Some vendors offer discounts for personal cell phone plans to Texas A&M employees. Visit u.tamu.edu/celldiscount.

Conference calls can be held using office phones without prearrangement, scheduled using conference numbers, or set up using 800-number conference lines. Read more at u.tamu.edu/audioconference.

WebEx is an interactive videoconferencing application available at no charge to all Texas A&M faculty, staff and students for classes, seminars and meetings. Learn more at u.tamu.edu/webex.

Videoconferences can also be held at TTVN sites throughout Texas and with out-of-network sites. TTVN provides videoconference scheduling, facilitation services, conference support and live streaming. To view regularly scheduled video webcasts of telecourses, special events or recurring meetings, or to request scheduling of new events, visit ttvn.tamu.edu.

NETWORKING

Departments can request temporary wireless and other accounts for guests and visitors. Go to guests.tamu.edu.

Campus Wireless

TAMULink is Texas A&M's campus wireless network for Internet and network access on the go. TAMULink is available at many campus locations including offices, classrooms, libraries, eateries and computing facilities.

For detailed, step-by-step connection instructions, plus information on wireless locations and FAQs, see tamulink.tamu.edu. If you need help, contact Help Desk Central at 979.845.8300 or helpdesk@tamu.edu, or your department's IT personnel.

eduroam

Eduroam is a worldwide access service that allows Texas A&M faculty, staff and students to connect to wireless networks at other institutions. Eduroam is available at hundreds of campuses in over 30 countries. Learn more at u.tamu.edu/eduroam. Visitors from eduroam members can log in to Texas A&M's eduroam service with credentials provided by their institution. A Texas A&M guest account is not needed.

Virtual Private Network

Use Virtual Private Network (VPN) to access the campus network from off-campus. VPN provides the same level of access as if you were directly connected to the campus network, giving you added convenience and increased security for Texas A&M resources. VPN also increases your security and privacy when you use public Wi-Fi. To use VPN, log in at connect.tamu.edu. Texas A&M provides this service at no charge. View step-by-step instructions at u.tamu.edu/vpndoc.

OTHER SERVICES

Code Maroon

All employees are strongly encouraged to enroll in Code Maroon.

Texas A&M's Code Maroon is an emergency notification service that quickly relays important safety information during a crisis, regardless of your location. It uses several modes including text message, Texas A&M Exchange Email, KAMU-FM radio, campus cable television, emergency broadcast system radios, classroom broadcast speakers and Twitter. If you wish to receive notifications by text message, enroll at codemaroon.tamu.edu.

Software Licensing

Download EndNote bibliography management software at no charge from software.tamu.edu.

You may be eligible to purchase discounted software licenses for your personal computer. Each department sets the extent of their participation in these licensing programs available through the Texas A&M Software Center. To buy software, go to software.tamu.edu and log in with your NetID and password. Purchases can be made with credit card or online check, and software can be mailed to you or held for pick up at the Software Center.

Note: *If you are involved in making software purchases for your department or office, please visit sell.tamu.edu.*

Video Production

Educational Broadcast Services produce high-quality video and audio programs for university teaching, research and outreach. Program distribution may include broadcast television and radio, cable TV, satellite broadcast, live or on-demand streaming video webcast and podcast, DVD and CD. Please call 979.845.5611 for more information.

OTHER SERVICES

- ❑ Technology-enhanced Smart classrooms offer everything from Sympodiums and computers to data projectors and document cameras. Learn more at ims.tamu.edu.
- ❑ Texas A&M uses eCampus (Blackboard Learn), an enterprise-level learning management system for online course preparation, delivery and management. Get started at ecampus.tamu.edu.
- ❑ Instructional Technology Services (ITS) provides resources to help instructors create and administer exams, assignments and assessments, as well as technical support for numerous instructional systems, software and devices. Visit its.tamu.edu or contact ITS at 979.458.3417 or itshelp@tamu.edu for details.
- ❑ Every Texas A&M staff member has a basic Open Access Lab (OAL) account that includes access to lab computers, software, hardware and the Virtual Open Access Lab. OALs also provide printers, storage space and more. See oal.tamu.edu for details.
- ❑ Compass is the web-based student information system at Texas A&M. Employees who deal with student admissions, records, accounts receivable, financial aid, advising and other functions will need to use Compass. Departmental supervisors will notify their employees when to take Compass training and receive Compass accounts. To learn more, visit eis.tamu.edu.
- ❑ Class rosters and mailing lists are automatically provided to instructors every semester. Log in at howdy.tamu.edu and go to the Class Roster on the Instructor tab. View the how-to Quick Guide on the Instructor tab in the “Learn About the Instructor Tab” channel.
- ❑ Courses on software applications such as Microsoft and Adobe products are offered by Employee and Organizational Development. Visit EODinfo.tamu.edu for course information.
- ❑ Texas A&M's High Performance Research Computing aids those involved in large-scale research computation. Short courses provide practical knowledge about using the campus systems and are offered at no charge. For details, go to hprc.tamu.edu/register/classlist.php.

GETTING HELP

As part of Texas A&M's community, you are not alone when it comes to support for computing issues.

Help Desk Central

Twenty-four hours a day, seven days a week, and 365 days a year. We never close! If you have a computing question, contact Help Desk Central at 979.845.8300 or helpdesk@tamu.edu for help on hardware and software, wireless and web, or accounts and allocations. Walk-up service for forgotten passwords or account issues is available at Room 1112 of the Computing Services Center. Visit hdc.tamu.edu for online support on systems, applications and technology issues.

Repair Services

For university-owned equipment, Texas A&M Information Technology Computer Repair provides service for almost every PC and peripheral available. They are a warranty service provider for Dell, Apple and HP, and also offer extended warranties for most microcomputers for as low as \$1 a month. For more information, visit u.tamu.edu/computerrepair.

For personally owned computers, Help Desk Repair can set up wireless access and configure VPN. For a modest charge, they provide virus and spyware scanning and removal, install operating systems and other services. They are located in Room 1112 of the Computing Services Center. Contact them at 979.845.8300 or helpdesk@tamu.edu.

Custom Software and Web Development

Texas A&M Information Technology develops and manages web-based applications, websites, databases and systems for a wide range of Texas A&M offices, colleges and departments. If you have a specialized program or application that needs designing or developing, or a website that needs to be updated or upgraded, then we can tailor a plan for you. They are located on campus, making working with them efficient, effective and economical. Visit u.tamu.edu/itsolutions for more information.

IT QUICK REFERENCE GUIDE

Find this information and more at IT.tamu.edu.

HELP WITH	WEB	EMAIL	PHONE
Any computing question including accounts, connecting, email, hardware, software	hdc.tamu.edu	helpdesk@tamu.edu	979.845.8300
Classroom Equipment	ims.tamu.edu	Harrington Media Center: hmc@exchange.tamu.edu , 979.845.7720 Blocker Media Center: blmc@exchange.tamu.edu , 979.845.0807 West Campus Media Center: wmc@exchange.tamu.edu , 979.862.8957	
Compass	eis.tamu.edu	eis-security@tamu.edu	979.845.8300
Discounted Software	software.tamu.edu sell.tamu.edu	softwarecenter@tamu.edu	979.862.4104
eCampus	ecampus.tamu.edu	itshelp@tamu.edu	979.458.3417
Guest Accounts	guests.tamu.edu	identity@tamu.edu	979.845.4300
Howdy Web Portal	howdy.tamu.edu	howdy@tamu.edu	979.845.8300
Identity Management	identity.tamu.edu	identity@tamu.edu	979.845.4300
Information Security	security.tamu.edu	helpdesk@tamu.edu	979.845.8300
Open Access Labs	oal.tamu.edu	helpdesk@tamu.edu	979.845.8300
Video, Webconferencing	ttvn.tamu.edu	ttvn-schedule@tamu.edu	979.862.2240
Virtual Private Network	connect.tamu.edu	helpdesk@tamu.edu	979.845.8300
Wireless	tamulink.tamu.edu	helpdesk@tamu.edu	979.845.8300