



TEXAS A&M
UNIVERSITY

IT'S
YOUR LIFE,
LIVE IT



Texas A&M Information Technology

WELCOME TO TEXAS A&M!

Texas A&M Information Technology gives you the tools to “Live IT up” at Texas A&M University. You can communicate with instructors and classmates, complete class assignments, connect with friends and family, and much more!

To learn more about anything you read here, visit IT.tamu.edu and click “**Student Services.**”

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NEW STUDENT CHECKLIST

Complete this checklist and you will be ready to use IT resources when school starts.

- Get your laptop ready to connect to TAMULink wireless. Learn how at tamulink.tamu.edu.
- Set up Parent Access for howdy.tamu.edu. This lets your parents view your records and billing information. To learn how, visit IT.tamu.edu and search for "Parent/Guardian Access."
- Sign up for Code Maroon so you will receive text message alerts during a campus emergency at codemaroon.tamu.edu.
- Check out your Texas A&M Email account at email.tamu.edu. You may already have important messages waiting for you.
- Buy an extra long (15–20 foot) Ethernet patch cable to connect to ResNet if you are living in the dorms.
- Get antivirus software for no charge at software.tamu.edu. Check out other discounted software like Adobe Creative Suite and Windows 7 Ultimate Upgrade.
Note: Students must be registered for classes to order software.
- Check us out on Facebook, Twitter, Youtube, Vimeo and iTunes U. Learn more at it.tamu.edu/Media/Web/Social_Media.php.



YOUR KEYS TO TEXAS A&M

Most students only need to keep track of two types of accounts to use IT services at Texas A&M.

UIN

Texas A&M uses Universal Identification Numbers (UIN) instead of Social Security numbers to access university records. The Office of Admissions sent your unique UIN when you applied to Texas A&M.

In case you forget your UIN, it's printed on your student ID card.

NetID

Your NetID is a username for logging in to many IT resources like the Howdy portal and TAMU Email. You are required to reset your NetID password every six months. You will receive an email reminding you when to reset it.

Gateway.tamu.edu is the home for all NetID account management tools.

These include:

- ↗ Editing your email and campus directory information.
- ↗ Changing your password.



HOWDY CONNECTS YOU TO TEXAS A&M

Howdy is Texas A&M's web portal, where you'll find quick and easy access to your records, email, classes, news, and other important information - all with one login.

- **Records** – register for classes and see grades, transcripts and degree evaluations.
- **Scholarships & Financial Aid** – view scholarships, awards, grants and loans.
- **TouchNet** – pay university bills online.
- **TAMU Email** – check your campus email.
- **eLearning** – access course assignments and grades if your instructors use Blackboard Vista.
- **Parent Access** – set up parentaccess so your parents can view your records and pay your bills.
- **Other** – find links to services like libraries, parking, dining and sports passes.

MAKE HOWDY YOUR OWN

Give Howdy your personal touch! Rearrange, add, or delete certain information so you can easily view what you're interested in seeing.

View quick guides at howdy.tamu.edu to help you get started.

Log in at howdy.tamu.edu.

THINK OUTSIDE YOUR INBOX

Texas A&M University Email uses state-of-the-art webmail technology that rivals Gmail. TAMU Email makes it easy for you to manage your time, keep connected and be more productive.

- Easy to use drag-and-drop web interface for email, address book, calendar and tasks.
- View messages grouped by conversation.
- Tag items with your own names and colors.
- Power search to find things quickly.
- Organize contacts and group lists.
- Add photos to contacts.
- Schedule group meetings and view attendees' free/busy information.
- Stay informed with RSS feeds and messages delivered to your inbox.
- Subscribe to external event calendars that send appointments to your calendar.

Be sure to check your TAMU Email account regularly because it's where the university sends important messages to you.



TAMU EMAIL MOBILE

TAMU Email Mobile uses ActiveSync to push your TAMU Email directly to your phone. This always-on connection means that your inbox, calendar and contacts are up to date, no matter where you are or what you're doing.

To learn more, visit IT.tamu.edu and search for "TAMU Email Mobile."

Your TAMU Email Addresses

'YourNetID@tamu.edu' is the address of your TAMU Email mailbox. When asked to give your email address, this is the address you will use. This address is published* in the campus directory.

**To keep your email address and other information private, see admissions.tamu.edu/Registrar/General/FERPA.aspx.*

Log in at email.tamu.edu or howdy.tamu.edu.

LEARN ABOUT TAMU EMAIL

View easy-to-follow quick video tutorials at cis.tamu.edu/Email_Videos.php



"I use different email aliases for different things. When I applied for a job, I used 'brian-h@tamu.edu,' but I use 'wildchild2012@tamu.edu' with my friends. Even though I have two different email addresses, all of my email comes to one place."

Want to learn how to create extra email aliases?
Visit services.tamu.edu/directory-edit/ to get started.

Brian H. - 2012
*Business Mgmt. Major
Houston, TX*

CONVENIENT COMPUTER LABS ON CAMPUS

At the Open Access Labs (OALs), you can use PCs, printers and software at six locations across campus. To view computer lab locations, visit oal.tamu.edu.

The OALs provide:

- ↗ Extended hours when classes are in session.
- ↗ 1 GB of storage space (Home drive) accessible from the labs and off campus using the Virtual OAL.
- ↗ Black-and-white, color, transparency, tabloid and wide-format printing.
- ↗ \$30 printing allocation each semester and \$15 for the summer.
- ↗ Access to special software so you don't need to buy it.
- ↗ Web space that lets you have your own web page.

Find out more at oal.tamu.edu.

eLEARNING

Using eLearning is essential for communicating with many instructors about classes. eLearning uses Blackboard Vista where instructors post syllabi, class notes, grades and other content. You also use it for quizzes, online discussions and turning in assignments. Your instructors will notify you if this is the main form of communication for class material.

Access eLearning at howdy.tamu.edu
or at elearning.tamu.edu.



GO SOFTWARE SHOPPING!

After registering for classes, you can purchase VERY discounted or no-charge software at software.tamu.edu. We'll even ship it to you for free!

- Windows 7 Ultimate Upgrade for \$15
- Microsoft Office (PC or Mac) for \$20
- McAfee Antivirus at no charge
- Adobe products, Camtasia, SnagIt and lots more

Get prices and buy software at software.tamu.edu.



DON'T FORGET!

- You can only buy one copy of each software package.
- You can only install the software on one computer.

LEARN TO USE POPULAR SOFTWARE

Want to get a jump on learning web page design or Photoshop? Then free Short Courses are for you. These short classes provide the right amount of information so you can tackle your own project. Some are even available online!

- Microsoft Office (including Excel, PowerPoint and Access)
- Adobe Photoshop, Dreamweaver and Flash
- Statistical Analysis System (SAS)

View class schedules or register at shortcourses.tamu.edu.

TAMULINK WIRELESS SETS YOU FREE

TAMULink is available in dining halls, classrooms, libraries and some residence halls. If you want to use TAMULink on your laptop, you'll need:

- A wireless IEEE 802.11b/g/n-compliant Ethernet card.
- Wi-Fi protected access (WPA Enterprise) set up on your computer. WPA is a security technology that scrambles or encrypts wireless traffic to protect information.

To get started, connect your laptop or smart phone to the **tamulink-help** wireless network and follow the instructions. If you need help, take your wireless device to Help Desk Central or an Open Access Lab for assistance.

Find out more at tamulink.tamu.edu.



PLUG IN

If you'll be living on campus, connect your computer to ResNet for high-speed access to the Internet and university computing resources. You'll need an Ethernet patch cable (15–20 feet in the dorms) and your NetID to access ResNet. To see if your dorm has wireless, visit aggiemap.tamu.edu/?icons=TAMULink. Also, keep a few important things in mind:

- No unapproved network devices, such as wireless routers, are allowed in campus housing.
- Install antivirus software, which you can get at no charge from software.tamu.edu.
- Don't use ResNet for anything unethical or illegal like hacking or digital piracy.

Learn more at nis.tamu.edu/Home/Networking/ResNet.php.

CONNECT FROM OFF CAMPUS

If you're living off campus, you can get DSL or cable high-speed Internet access from local providers. Cost will depend on service areas, your location and what speeds you want.

VOAL

The Virtual Open Access Lab (VOAL) allows you to access software in the Open Access computer Labs from anywhere. You can also access your Home drive. To learn more, visit voal.tamu.edu.

Virtual Private Network

Some websites and file storage at Texas A&M can only be used on campus. By setting up Virtual Private Network (VPN), you can be "on campus" from anywhere, including many mobile phones or your off-campus computer.

Learn more at
IT.tamu.edu/VPN.

VOAL FEATURED SOFTWARE

While accessing the Virtual Open Access Lab, you will have access to the following featured software and more!

- Adobe Creative Suite
- Microsoft Office
- AutoDesk Suite
- Maple
- MATLAB



HELP DESK CENTRAL

We never close! If you have a computing question, call or email Help Desk Central (HDC) any time, day or night, 365 days a year. HDC is the university's central point of contact for IT support, including hardware, software, wireless, web, accounts, allocations and more!

HDC can be reached by phone at 979.845.8300 and by email at helpdesk@tamu.edu.

They also provide walk-up service for forgotten passwords or account issues at the Computing Services Center, Room 1112.

Visit hdc.tamu.edu for a vast array of online computing support.

HELP DESK REPAIR

If your PC or laptop requires a more hands-on approach, check out Help Desk Repair Services.

- Setting up TAMULink wireless access - FREE
- Configuring VPN – FREE
- Providing diagnostic testing – FREE

Help Desk Repair can help you by:

- Installing Ethernet and wireless cards - \$35
- Getting rid of computer viruses - \$35
- Providing troubleshooting and minor repairs - 35\$

Call Help Desk Repair at 979.845.8300 or visit them at the Computing Services Center, Room 1112.

MICROCOMPUTER REPAIR

If your Dell or Apple computer is under warranty and needs repair, Microcomputer Repair is an authorized service provider right here on campus. If anything should go wrong with your computer during its warranty period, call 979.845.8300 instead of the manufacturer for hassle-free repairs.





***“Help Desk Central is awesome!
They helped me set up TAMULink wireless
on my laptop. They also helped me get
rid of a virus that attacked my computer
right before finals! ”***

***Meredith B. - 2012
General Studies Major
Dallas, TX***

ITUNES U

Texas A&M's iTunes U takes learning beyond the classroom. It lets you search, download and organize audio and video created for and by Aggies. You can play content on your iPod, Mac or PC. Best of all, everything on iTunes U can be downloaded for free!

- Listen to lectures and speeches when you want, at your own pace.
- Subscribe to news and information including sports video clips and reviews.
- Get student-created podcasts and music that share Aggieland experiences.

Start downloading at itunes.tamu.edu.



STAYING SAFE

IT security is about protecting your computer and accounts. While we have great campus security measures, make the right personal choices to help keep your computer safe.

- Install antivirus software and keep your system updated.
- Check what files you share to prevent someone from accessing your computer.
- Don't download anything you aren't sure about like MP3, demo or shareware files.

IT security is also about using your IT resources responsibly.

- No illegal file sharing, downloading or piracy.
- Respect the rights of other computer users.
- Don't let others use your account, username or password.
- Take required Information Security Awareness Training annually.

Get the complete picture on IT security at security.tamu.edu.



FILE SHARING QUESTIONS?

Learn more about Texas A&M's policy on file sharing at url.tamu.edu/file_sharing.

CODE MAROON

Texas A&M's Code Maroon emergency notification service quickly relays important health and safety information via Texas A&M Email, text message, KAMU-FM radio, campus cable television, Emergency Alert System radios, computer alerts, classroom alerts, Twitter and RSS. In order to receive text message alerts, students must enroll at codemaroon.tamu.edu.

CODE MAROON FOR PARENTS

Parents can receive emergency text message alerts by following "[TAMUCodeMaroon](https://twitter.com/TAMUCodeMaroon)" on Twitter.

To learn how, visit codemaroon.tamu.edu and click "[Public Access](#)."



"Code Maroon makes me feel safer on campus. I feel more secure knowing that if there was an emergency, I would receive an alert no matter where I am on campus. My parents can even get alerts in India using Twitter!"



CODEMAROON

Viswanath R.
Computer Science
Chennai, India

USEFUL LINKS

Texas A&M IT: IT.tamu.edu

Aggie Computing Gateway: gateway.tamu.edu

Aggie Parent's Website: parents.tamu.edu

Short Courses: shortcourses.tamu.edu

Software Store: software.tamu.edu

Code Maroon: codemaroon.tamu.edu

Computing & Information Services: cis.tamu.edu

eLearning: elearning.tamu.edu

Howdy Portal: howdy.tamu.edu

IT Security: security.tamu.edu

iTunes U: itunes.tamu.edu

Open Access Labs: oal.tamu.edu

Personal Web Page: people.tamu.edu

TAMU Email: email.tamu.edu

TAMULink Wireless: tamulink.tamu.edu

Virtual Open Access Lab: voal.tamu.edu

TAMU IT on YouTube: www.youtube.com/tamuit

**FOR 24-HOUR
COMPUTING HELP:**

HELP DESK CENTRAL
979.845.8300

HDC.TAMU.EDU
HELPDESK@TAMU.EDU



facebook.com/tamuit

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