



POSSIBILITIES

FALL 2015

Texas A&M Information Technology

ABOUT THIS ISSUE

IT Help on Demand

The evolution of tech support arrives in a self-service format to provide the answers you need, when you need them. Take a tour of the newest way to keep your digital world running.

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

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

HELP



Self-Service Has Arrived Help when YOU need it

The Texas A&M University IT Self-Service website is live now at **ITselfservice.tamu.edu**. IT Self-Service's easy-to-use interface offers an improved way to receive tech assistance and keeps you better informed on the status of important campus IT services.

By increasing efficiency through self-service, IT personnel can focus on more complex requests and provide personalized customer experiences. The website utilizes ServiceNow, an enterprise platform that automates and manages IT service relationships.

continued inside →



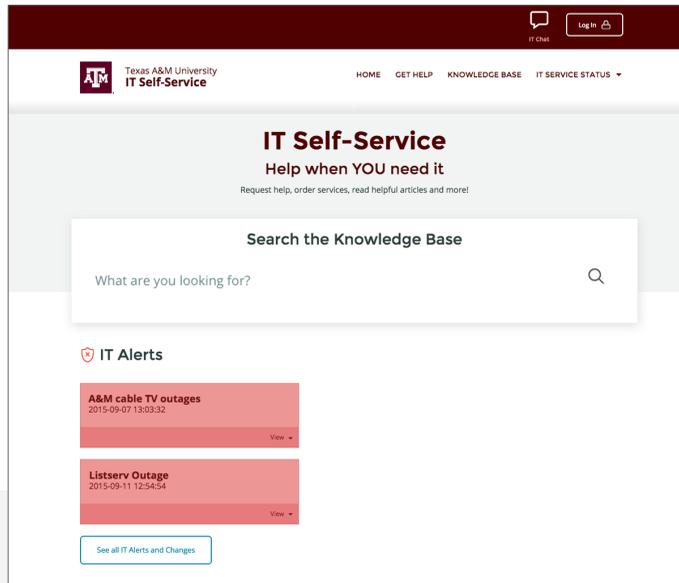
SPIN TO WIN!
OCTOBER 19-30

Will you retire to Aggieland Island or the Lubbock Dust District? Play the Game of Aggie LIFE and enter to win an Apple Watch!

IT.TAMU.EDU/AGGIELIFE

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The IT Self-Service website is maintained by Texas A&M Information Technology. It provides IT services and resources that support the academic and research pursuits of The Texas A&M University System. The website is a shared service resource of the Division of Student Affairs, Enterprise Information Systems, Instructional Media Services, Instructional Technology Services, Open Access Labs and Texas A&M IT.



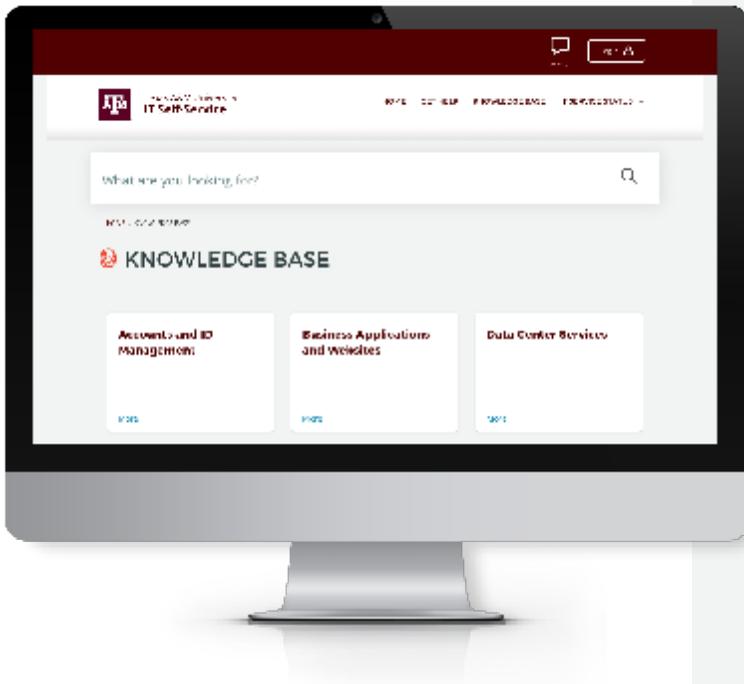
GET IN THE LOOP

Alerts help users navigate ups and downs

Do you ever ask yourself, "Is this my computer or is the whole system down?"

With IT Self-Service, you quickly see if the system is down, and avoid calling or emailing to report the problem. An additional feature allows users to receive a notification when an issue is fixed. The feature eliminates time spent refreshing the page. Instead, you will be able to focus on other tasks until the system lets you know the problem is resolved.

ITselfservice.tamu.edu Quick Tour



Get prompt answers to questions through live, online chats with qualified technicians.

Enter and track your support tickets online.

View up-to-date service outages and planned maintenance information on the IT Alerts page.

Search the Knowledge Base for solutions to common issues without picking up the phone or waiting for an email reply.

Sign up to be notified if a service is experiencing trouble or when an issue is resolved.



Favorite how-to tech link missing?

If you bookmarked a helpful page on the Help Desk Central website (hdc.tamu.edu), the page has moved. To find the new location, go to ITselfservice.tamu.edu and search the Knowledge Base. Site owners needing to update their HDC links can use the helpful map located at hdc.tamu.edu/TransitionMap.html to find the corresponding Knowledge Base links. Information about Help Desk Central services will continue to appear at hdc.tamu.edu.



Chat with an Expert

Help Desk Central's popular online chat service has moved to IT Self-Service with an upgrade. The improved chat service automatically creates an incident ticket with details of your request. No need to convey tech woes more than once. The problem will be documented and available to any service professional who handles your case.

PROTECT YOURSELF

How to Know If Your Identity Has Been Stolen

We would all like to think financial institutions immediately notify a customer when an identity has been stolen. Unfortunately, though, it is a crime that can go undetected for weeks or even months. Credit monitoring companies can provide a great service. However, personally monitoring your account activity might be the quickest way to catch a thief.

Keep an eye out for these 5 warning signs of identity theft:

- 1 *Unusual or unexplainable charges on your bills*
- 2 *Phone calls or bills for accounts, products, or services that you do not have*
- 3 *Failure to receive regular bills or mail*
- 4 *New, strange accounts appearing on your credit report*
- 5 *Unexpected denial of your credit card*

Last year,



of burglars used social media to target potential home invasions.

Learn how to protect yourself on social media at u.tamu.edu/socialmedia.


PROTECT
YOUR
SELF