

POSSIBILITIES

ABOUT THIS ISSUE

Changes

for the better

Nothing is permanent except change. That's especially true in IT. Read about important changes in the works for some essential university services.

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.



Email Changes: Your Questions Answered

The Provost recently announced changes to Texas A&M University's email services. Faculty and staff email will be consolidated to a single, on-premise Microsoft Exchange service. Students will be moving to the cloud-based Google Apps for Education. Here are answers to some of your questions. For more FAQs, visit u.tamu.edu/Employee-Email-Consolidation.

What is the Microsoft Exchange and Lync Service?

Microsoft Exchange is a messaging and collaboration service that supports business needs. It includes email, calendars, contacts and tasks. Microsoft Lync includes secure instant messaging, webconferencing, persistent chat rooms and video/voice calling between Lync clients.

continued inside →

Last year,

\$21,000,000,000

was stolen by Internet hackers.

Learn how to protect your sensitive information at u.tamu.edu/safesurfing.



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Why are we changing email systems?

Many departments currently provide their own email services. Consolidating email throughout the university will reduce duplicated effort, save money and improve collaboration across campus.

Who will receive Exchange and Lync accounts?

Beginning on September 1, 2014, the campus Microsoft Exchange and Lync service will become centrally funded. At that time, most Texas A&M University (Part 02) units will be eligible for a base level of service at no charge.

When will the transition occur?

The university will not transition all at once, but will move by department or unit beginning

Fall semester 2014 (FY 2015). Computing & Information Services will be working with departmental IT personnel to move accounts. Your departmental IT staff will contact you when you are slated to move.

What will happen to my old email?

Your old email will be moved into your new university Exchange mailbox.

What will be my mailbox quota?

Central funding provides a 2-GB mailbox. For FY 2015, additional storage will cost \$2.25/GB/year for each mailbox.



Farewell to Windows XP

On April 8, 2014, Microsoft will stop supporting Windows XP and will no longer make security updates. University-owned computers should be transitioned to an updated operating system.

To protect your home computer, you should no longer use Windows XP. Buy a Windows update for as low as \$7 at software.tamu.edu.

Note: Employee eligibility for purchasing discounted software depends on their department's enrollment in the campus Microsoft licensing program. Contact your local IT administrator about your eligibility.



Virtual Private Network Changes

Virtual Private Network (VPN) encrypts and secures data, shielding your online activity from hackers. To improve security, some resources including Compass can only be accessed from off campus by using VPN. Use VPN on desktops, laptops, and now most phones and tablets, including Windows RT, Chrome OS, Apple iOS and many Android devices. Learn how at hdc.tamu.edu/vpn.

Note: The legacy VPN 3000 (vpn-master.tamu.edu) for all platforms and devices has been decommissioned during Spring Break 2014. Read more at u.tamu.edu/LIF4IkMz.

Switch to  **eCampus** before Fall 2014!

No more
classes taught in
eLearning after
this summer!

No courses will be taught in eLearning after August 18, 2014.

Instructors still using eLearning are asked to move their course materials to the new eCampus system. Visit ecampus.tamu.edu/get-started to request a course at any time.

Learn the basics through interactive, video-based tutorials at ecampus.tamu.edu/instructor-help.php.

Instructional Technology Services provides help and training for eCampus and can assist in transferring course materials. Email itshelp@tamu.edu or call **979.458.3417**.



Long Passwords Last Longer

New password requirements have been enacted. The next time you change your NetID password, it will last at least one year.

15 characters or less: lasts 1 year

16 character or more: lasts 4 years

Think you can't possibly remember a lengthy password? Use a phrase or short sentence for a longer, more secure password. Learn how at u.tamu.edu/passwordtips.

Recycle e-Waste for Earth Day

In honor of Earth Day, Texas A&M IT and the Environmental Issues Committee are collecting old electronics to prevent toxic e-waste from ending up in local landfills. Drop off small batteries, CDs/DVDs, ink cartridges, cables, cell phones and Mp3 players from April 14 - April 24. Collection sites are located in the Student Computing Center, General Services Complex, and the West Campus Library, Zachry and Blocker computer labs. Be sure to clear personal information before recycling devices.

**Please do not drop off university-owned property.*

**Visit u.tamu.edu/earthday for more information.*

