



PLUGGED IN

YOUR OUTLET TO UNIVERSITY ITS RESOURCES



TEXAS A&M UNIVERSITY
SAN ANTONIO

September 2023

Update On Submitting Service Requests To ITS Help Desk

PLEASE READ: Starting November 1, 2023, helpdesk@tamusa.edu will be discontinued and no longer create Helpdesk tickets.

What does this mean?

It means any emails sent to helpdesk@tamusa.edu will no longer be used for creating IT service requests.

How do I submit service requests to the ITS Help Desk now?

To submit a service request, please go directly to the ITS webpage:
tamusa.edu/its

Another way to submit a service request is to log in to the TAMU-SA Help Center.

This portal can be accessed through Jagwire under Work Tools or by this link

<https://tamusa.atlassian.net/servicedesk/customer/portals>

If you have questions, please call the ITS Helpdesk at (210) 784-4357.

How Do I Print From A Personal Device On Campus?

ITS is happy to inform you of a method available TODAY for printing documents from your personal device, also known as mobile printing. Once processed, your document will be ready to swipe, print, and pick up so that you arrive on time to class and attend that crucial meeting.

Instructions on how to mobile print can be found on our webpage, [Mobile Printing - Texas A&M University-San Antonio \(tamusa.edu\)](#), or by scanning the QR Code below!

If you have questions or issues, please call the ITS Helpdesk at (210) 784-4357.



Update on HB2504 v.2.0

The Web Dev Team created HB2504 v2.0 to be scalable for future University growth. This latest version added smart searching features, advanced grouping, and better pagination for all courses and faculty data.

Version 2.0 also allows for the Web Dev Team to add customizations that will satisfy Faculty Department realignments and gives us the flexibility to customize faculty and course information, which was not an option with version 1.0. With this latest version, we will also be able to add all Staff profiles in the near future.

Finally, we have the capability to add additional organizational structure. In addition to reporting that did not exist before. The app will give the university a unified look, tying faculty and staff profiles together.

University Computer Surplus News

The ITS department is currently working with the Texas A&M Colonias Program to provide IT surplus equipment consisting of desktops, laptops, monitors, and printers. This is the equipment that is collected from all TAMUSA departments. As of today, we have collected, transferred, and/or donated over 3,000 asset-tagged devices and other IT non-inventory equipment that has gone to local schools and other programs in the Texas area.

The Colonias Program works with a wide variety of public and private agencies to provide literacy, job training, and health education to economically distressed, relatively undeveloped communities located near population centers on the U.S. side of the border.

We recently started working with San Antonio's local IDEAL Schools to provide surplus computer equipment, including desktop devices, printers, and monitors, to support the IDEA school's mission statement. IDEA Public School is built on the foundation that all children can and will succeed if given the chance. IDEA

School's Mission goal of "college for all children," ensuring more students from low-income backgrounds, students who would be the first generation in their families to attend college



Enterprise Project Management Office (ePMO)

Argos Reporting Implementation

With help and guidance from our core project functional team throughout the Argos Implementation project, ITS identified and migrated all actively used Cognos reports into **Argos**. Additionally, all Cognos reports have been **archived**.

If you have not already done so, please request access to Argos using the link below.

- [Request Access \(jotform.com\)](http://jotform.com)

In the event you need a report from the Cognos archive, please submit a **Service Request**.

CampusM Implementation

A&M-SA's new JagApp is now available for download in the [Apple Store](#) and on [Google Play](#).

Phase 1 of the CampusM Implementation is Complete.

Phase 2 will introduce new features on the mobile app including integrations with campus systems such as Banner and O365. A new CampusM web portal will replace **JagWire** by June 2024.

You can find more details on our [Mobile App](#) site.

If you have additional questions or concerns, please contact the Enterprise Project Management Office at ITSPMO@tamusa.edu

A&M-SA Office of Information Technology Services | One University Way, San Antonio, TX 78224

[Unsubscribe rcastro@tamusa.edu](mailto:rcastro@tamusa.edu)

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent by am-saofficeof.informationtechnologyservices@tamusa.edu powered by



Try email marketing for free today!