



Information Technology Services Announcement



AgriLife Working from Home Resource Guide



<https://firstcallhelp.tamu.edu/remote-office-resource-guide/>

AgriLife TechBuy Online Computer Store



<https://techbuy.agrilife.org>

AgriLife FirstCall Help Desk Resource Site



<https://firstcallhelp.tamu.edu>

As we enter into the 5th week of working from home we wanted to provide you with updates and resources to assist you.

If you haven't heard yet, the organization is widely using Microsoft Teams with over 2,000 meetings conducted since March 16th and an average of 1,900 employees daily using Microsoft Teams collaboratively between one another.

So get out there and collaborate and stay in touch with fellow employees via a TEAMS video call or chat today.

Microsoft Teams AgriLife Branded Video Backgrounds are now Available



Want to look more professional in your Microsoft Team Video Meetings?

Microsoft in a series of updates coming this month has added the ability to use custom backgrounds in your video session.

To use custom backgrounds do the following:

1. Once joined to your video meeting click on the “...” in the video meeting task bar and select “SHOW BACKGROUND EFFECTS”
2. Available backgrounds will be presented for you to select from. Note that AgriLife IT is automatically pushing official branded AgriLife backgrounds to all online PC’s. So you should see official branded backgrounds to choose from.
3. If you don’t see the official AgriLife backgrounds you can manually install them by clicking on the Windows Icon in the lower right corner of your system and performing the following:
 - Select “Ivanti Management” then “Portal Manager”
 - When the portal manager window appears select “Microsoft Teams Custom Wallpapers” Install button
 - This will download and install the official AgriLife branded backgrounds
 - Note that there is not an automatic solution for MAC systems at this time. You can download the official AgriLife backgrounds [here](#). Then unzip them and place in the following path on your MAC
~/Library/Application Support/Microsoft/Teams/Backgrounds/Uploads

If you need assistance contact the AgriLife Service Desk
at first-call@tamu.edu.



AgriLife employees have free access to the leading malware, anti-virus, and ransomware protection software Sophos.

Simply click on the following link and use your work email address to setup access to your Sophos Home Premium portal.

Click here to Register: <https://home.sophos.com/en-us/employee/texasam.aspx>



ZOOM SECURITY NOTICE and UPDATE

Texas A&M University adopted ZOOM in the past year and several AgriLife employees are utilizing it

In their mission to work with the public or students. While AgriLife IT does not officially support ZOOM, due to increasing security issues, we do want to make sure that employees who are follow best practices to limit security risks.

1. If you are not an employee housed within a College of Agriculture and Life Sciences department, you must seek approval from your supervisor to host a ZOOM meeting. Licenses must be purchased to facilitate.
2. Do not post meeting invites in public forums like Facebook Groups or press releases.
3. Have attendees register to join your meeting with their contact and email information; then send the meeting invite out to those specific attendees instead.
4. As the host of a ZOOM meeting lock the meeting after you have started so no other individuals can join
5. Limit who can share a screen to only the HOST.
6. Automatically MUTE all participants when they initially join the meeting and control whether they can later unmute themselves
7. Disable attendee annotation.
8. Do not use Zoom when information being discussed in the meeting is confidential or sensitive (i.e. FERPA, HIPPA, Financial Info, HR Related content, Contracts, or any controlled unclassified information related to research projects).
9. Be prepared to terminate your ZOOM meeting should you find a hacker has intervened and is posting offensive content or audio.
10. Close the ZOOM app on your computer when not in use to avoid access to your camera or microphone by hackers.
11. Contact AgriLife IT for alternative solutions such as Microsoft Teams and WebEx.

To read more about ZOOM security issues and guidance please refer to the following articles:

- April 16 – [Two new Security Exploits Discovered in ZOOM](#)
- [Using Zoom – Here are the privacy risks to watch out For](#)
- [Who has banned Zoom? And Why.](#)
- [Is it Safe to use Zoom?](#)





Please contact the AgriLife IT service desk for any assistance you may need while working from home.

Email: First-Call@tamu.edu

Phone: 979.985.5737

Toll Free: 866.996.2056

