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INFORMATION TECHNOLOGY

On October 18th, this coming Monday, your technical support contact will be:



ITService@ag.tamu.edu



979.213.5537

What is changing?

Your IT Support contact information is changing.

Beginning **October 18th**, please contact ITService@ag.tamu.edu and **979.213.5537** for any technical assistance.

Who is affected?

All employees housed in:

- a Research & Extension Center
- a County Office
- the South Campus Center

will use the new email and phone number.

Will my support change?

The only change will be the email address and phone number you use to request IT assistance.

Why is this changing?

- To **simplify** the process of requesting IT Support
- To **improve** the response time for each request

When does this change happen?

Begin using the new email address and phone number on **Monday, October 18th**.



Can I use the old emails and phone numbers?

The old email addresses and phone numbers will remain in operation until November 1st.

If you have any questions **before** November 1st, please contact your **Zone IT team** or the **FirstCall Service Desk**.

Any questions you have **after** November 1st should be directed to the new email and phone number:



ITService@ag.tamu.edu



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