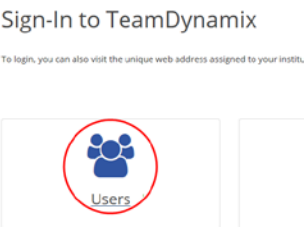

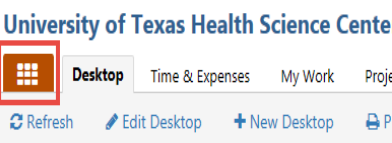
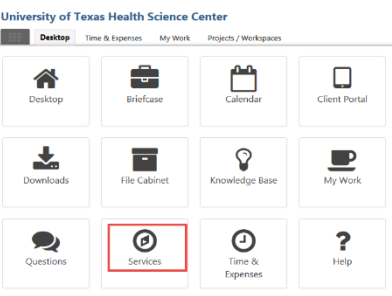
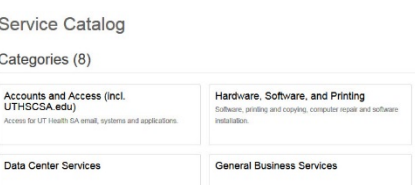
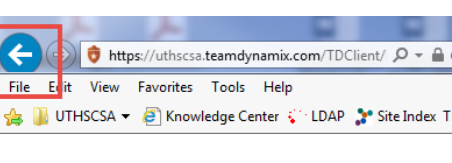
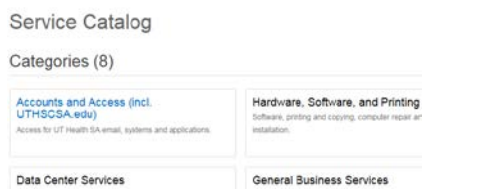
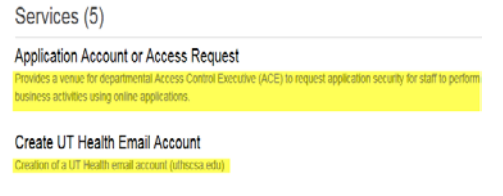
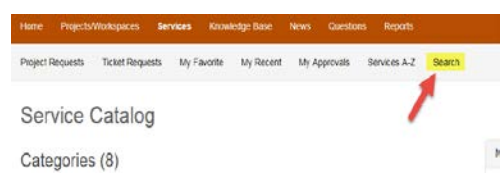
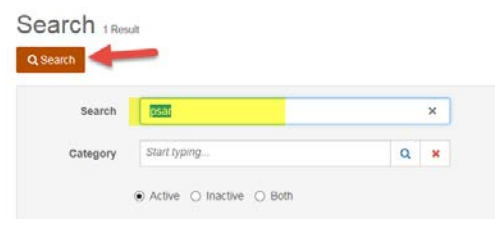
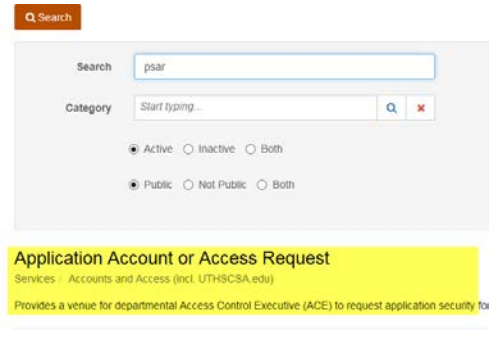
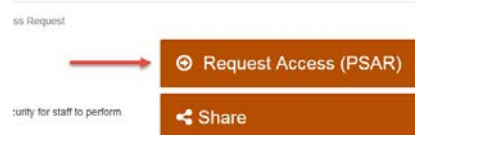





Create a Request in the Team Dynamix application

Step	Action	Screenshot
1.	Go to Team Dynamix site using the following url: https://uthscsa.teamdynamix.com/ Click on “Users”	 <p>Sign-In to TeamDynamix</p> <p>To login, you can also visit the unique web address assigned to your instit.</p>
2.	Log in to the application using your UT Health credentials, click on “Login”	 <p>UT Health San Antonio</p> <p>Login to TeamDynamix</p> <p>Username</p> <p>Password</p> <p><input type="checkbox"/> Clear prior granting of permission for release of your information to this service.</p> <p>Login</p>
3.	From the top left corner, click on the first tab to expand a view of icons.	 <p>University of Texas Health Science Center</p> <p>Desktop Time & Expenses My Work Proj</p> <p>Refresh Edit Desktop + New Desktop P</p>
4.	To prepare a Service or Incident Request, click on the Services icon	 <p>University of Texas Health Science Center</p> <p>Desktop Time & Expenses My Work Projects / Workspaces</p> <p>Desktop Briefcase Calendar Client Portal</p> <p>Downloads File Cabinet Knowledge Base My Work</p> <p>Questions Services Time & Expenses Help</p>
5.	The Service Catalog will open showing keywords to guide you to the correct section.	 <p>Service Catalog</p> <p>Categories (8)</p> <p>Accounts and Access (incl. UTHSCSA.edu) Access for UT Health SA email, systems and applications.</p> <p>Hardware, Software, and Printing Software, printing and copying, computer repair and software installation.</p> <p>Data Center Services</p> <p>General Business Services</p>
6.	If you need to return to the catalog, click on the back arrow on the browser.	 <p>https://uthscsa.teamdynamix.com/TDClient/</p> <p>File Edit View Favorites Tools Help</p> <p>UTHSCSA Knowledge Center LDAP Site Index T</p>

Step	Action	Screenshot
7.	Once selecting the appropriate option, click on the type of service you would like to request.	
8.	Under each service title, you will see a description of that service.	
9.	If you are unsure which option to select, click on Search at the top right of the menu bar.	
10.	Type in a key work within the <i>search</i> box, then click on Search	
11.	A list of results will populate, verify the option by reading the short description. Click on the title of the service selected.	
12.	After reviewing the detailed description to confirm this is the correct request. On the right side of the page, click on Request Access or Request Service .	

<p>13.</p>	<p>Complete required fields and click on Request (at the bottom of the page) to submit.</p>	<p>Service Catalog Accounts and Access (incl. UTHSCSA.edu) / Application Account or Access Request</p> <p>Application Account or Access Request</p> <p>Provides a venue for departmental Access Control Executive (ACE) to request application security for s</p> <p>Requestor </p> <p>Start typing...</p> <p>AcctDept </p> <p>Start typing...</p>
<p>14.</p>	<p>You will see a confirmation the request was submitted successfully which contains a system generated Ticket Request ID number. Note the number for future reference.</p>	<p> Request Created Successfully!</p> <p>Ticket Request ID: 2536689</p> <p>What do you want to do now?</p> <p>Create another request of this type</p> <p>View the request you just created</p> <p>View all of your ticket requests</p>