Create a Request in My Service Center

Step	Action	Screenshot
1.	Go to My Service Center using the following url: (https://uthscsa.teamdynamix.com/TDClient/2009/Portal/Home/)  Or click on Business Applications from the homepage: (https://uthealthsa.sharepoint.com/Pages/Home.aspx scroll down and click on My Service Center.	
2.	Click on Sign In from the top right corner. Log into the application using your UT Heath credentials, click on "Login"	Login to TeamDynamix Username  Password  Clear prior granting of permission for release of your information to this service.  Login
3.	Two-factor Duo Authentication is required to access My Service Center. Select an option to authenticate your access.	Send Me a Push  Call Me  Enter a Passcode
4.	My Service Center splash page will display giving you sections to select from the top ribbon.	UT Health Sun Antonio  Home Financial Services IT Services Services Knowledge Base
5.	The Service Catalog will open showing options contained within a tab.  Example: Clicking on Facilities Management Services will only display requests that pertain to Facilities Management services.	Service Catalog / Facilities Management  Facilities Management  Categories (9)  Access Control  Request replacement keys, re-core door looks, card swipes, cypher looks  Annual (Standing Work Order)  Standing work order for year-round, recurring services

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Step	Action	Screenshot
6.	Under each service title, you will see a description of	
	that service.	
7.	To view a complete list of services offered within a tab,	All Financial Services
	click the button to the right.	
		All IT Services
		All Marketing Services
		All HR Services
		All W&D Services
		All FM Services
8.	If you are unsure which service to select, click on the	
	<b>Search</b> field at the top right of the window.	Search the client portal     Q
	Type in a key word in the coarch field, then click on the	
	Type in a key word in the search field, then click on the search icon.	
9.	A list of results will display, verify the option by reading	
	the short description.	Access Control
		Among the services offered: change core of a standard door lock, replace lost keys, install specially lock systems such as card swipes and cypher locks
	Click on the title of the preferred service.	Feed (4)
		Gabriela Barragan
		GB Added this service to the "Approval Workflow" workflow. Fri 12/4/20 10:21 AM
10.	Review the detailed description to confirm this is the	
	correct request.	A Paguant Camina
	Click on <i>Request Service</i> .	
		Share
		A
		★ Add to Favorites
11.	Complete all required fields for the request.	
	Information will vary depending on the type of service	
12	you are needing.  To attach any documents, click the <i>Browse</i> button at	
12.	the bottom and upload your document	Browse
13.	Click the <i>Request</i> button (at the bottom of the page) to	D
	submit.	Request

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Step	Action	Screenshot
14.	A confirmation of the request submitted will appear	
	which contains a system generated Ticket Request ID	Request Created Successfully!
	number.	Ticket Request ID: 2536689  What do you want to do now?
	Document the ID number for future reference.	Create another request of this type View the request you just created
		View all of your ticket requests
15.	To search for your requests, click on Ticket Requests	UT Health
	from the top ribbon.	Home Financial Services IT Services Projects/Workspaces Services Knowledge Base Questions
		Project Requests Ticket Requests My Favorites My Recent My Approvals Services A-Z Search
	Requests you have submitted will display at the	
	bottom of the page.	
16.	If you are approving a request, open the Team	To view the request, click the link below:
	Dynamix notification.	Approver 1 Workflow Step
		Approved 1 Workington Graph
47	Click on the Approver workflow step	
17.	Log into Team Dynamix and select the appropriate	✓ Approve
	option for the request.	
		× Reject
		→ Re-send Notification
18.	Use Google Chrome as your browser to approve using	☆
	a mobile device.	Of ar bookmarks
		® ?
	Click on the 3 dots in the top right corner.	<b>9</b>
		← SHARE
10	Click on More Tools.	
19.	Click on Developer Tools.	More tools Save page as  Create shortcut
	Click off Developer Tools.	Edit Cut Copy Paste
		Settings Clear browsing data Help Extensions
		Task manager
		Exit Sveloper tools
20.	Click on Toggle Device toolbar icon.	
		Elements Console Sources Netw
		http://www.w3.org/TR/xhtml1/DTD/xhtml1-stric
		W [D] <a class="js inss" href="http://lines.py.com/html/dir=" lang="en-US" ltr"="" style="">http://lines.py.com/html/dir="ltr" lang="en-US" style class=" js inss"&gt;http://lines.py.com/html/dir="ltr" lang="en-US" style class=" js inst"&gt;http://lines.py.com/html/dir="ltr" lang=" lang="en-US" style class=" js inst"&gt;http://lines.py.com/html/dir="ltr" lang="en-US" style class=" js inst"/ lang="en-US" style class=" js inst"/ lang="en-US" style class=" js inst"/ lang="en-US" style class=" js in</a>
21.	Click the Responsive drop down arrow to select your	Responsive ▼ 400 × 767
	phone type.	✓ Responsive
		4 Nesponsive
		Moto G4
		Galaxy S5
		Pixel 2
		Pixel 2 XL
22.	Complete all approval steps beginning with Step 16.	

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Step	Action	Screenshot
23.	Be sure to always sign out of the application when you	▲ Teresa Travieso
	have completed necessary tasks.	
	Click your name and select <i>Sign Out</i> from the drop down options.	My Profile Profile Views
		TDNext
		Sign Out

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