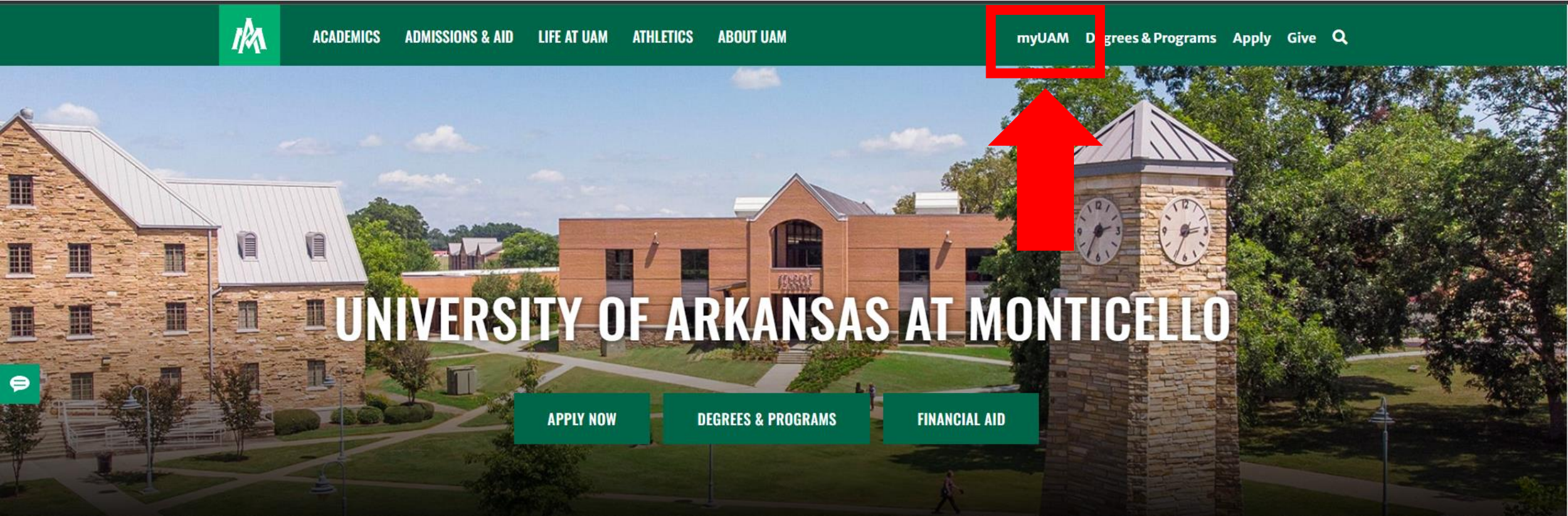# How To Enter IT Work Orders in TeamDynamix

Step 1: Go to the University of Arkansas at Monticello's website. In the top right-hand corner of the page, you will click on myUAM to log in to your app's dashboard.

Step 2: You will be asked to enter your UAM email address and password. Next, you will verify your identity via Multi-Factor Authentication, then you will see your Apps Dashboard. Click on the TeamDynamix app to enter the work order portal. NOTE: If you do not see the TeamDynamix app on your dashboard please call IT at 870-460-1036 so we can add the app to your account.
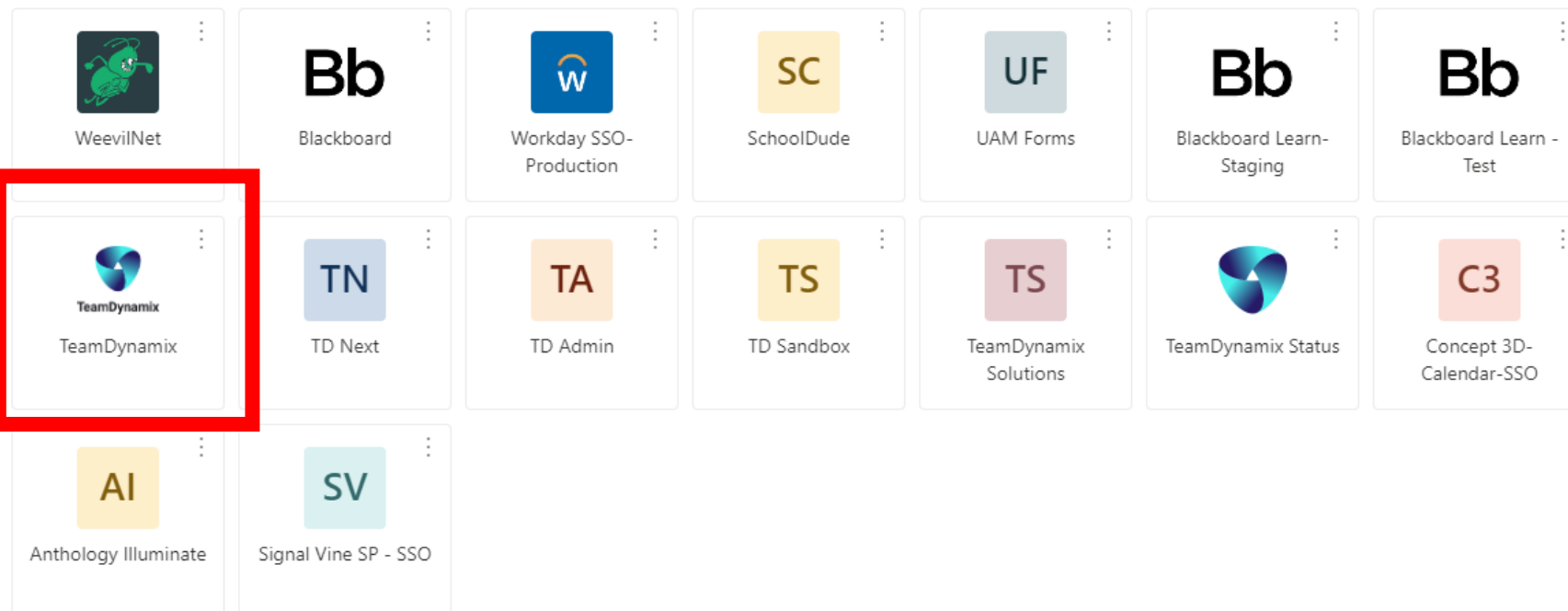
Step 3: You are now inside of TeamDynamix. To open a new IT Work Order, click on the green "Open IT Work Order Here" button.

Home   Projects   Services   Knowledge Base   Questions   Reports

Project Requests   Ticket Requests   My Favorites   My Recent   My Approvals   Services A-Z   Categories   Permissions Audit   Templates   Search

Service Catalog / Information Technology

Information Technology

☐ Show Inactive Services

The Information Technology (IT) department provides essential tech support and services to ensure smooth campus operations. Through the work order system, users can easily submit requests for assistance with hardware, software, networking, and other technology-related issues. IT strives to deliver timely and effective solutions, helping students, faculty, and staff navigate technology resources critical to their academic and professional success.

+ New Service

+ New Category

+ New Shortcut

Categories (12)

Academic Technology
The Academic Technology category oversees a broad range of technology resources that support teaching and learning. This team

Accounts & Security
The Accounts & Security category is responsible for managing and maintaining user accounts within the organization. This includes creating
⊕

C...
The C... dedicated to handling all IT ... assett campus. This team manag... port, network

Dynamic Forms
The Dynamic Forms category specializes in managing and supporting the Dynamic Forms software, which is used for creating and
⊕

End... ...ort
The E... category provides frontlin... tance to all faculty, staff, and students. This team handles a wide range
⊕

Institutional Research
The Institutional Research category is responsible for collecting, analyzing, and reporting data to support decision-making and
⊕

McGehee Campus
The McGehee category is responsible for addressing all IT needs on the McGehee campus. This team provides comprehensive
⊕

Networking & Internet
The Networking & Internet category is responsible for managing and maintaining the organization's internet, WIFI, and phone
⊕

Purchasing & Quotes
In IT, effective purchasing starts with identifying specific needs and ensuring they fit within the available budget. The process involves soliciting
⊕

Student Support
Our IT Student Support category is dedicated to helping students with all their technology needs. We provide assistance with university email, Wi-
⊕

WeevilNet & Workday
The WeevilNet & Workday group oversees the organization's cloud-based software solution for HR, Finance and Administration, and Student
⊕

I Don't See What I Need...
The "I Don't See What I Need" category is designed to assist users who encounter challenges finding specific information or
⊕

My Recent Requests

Devin
Devin
sfdsf
sdffs
TEST WITH BB

View All Recent Requests ›

Popular Services

Acalog (Online Catalog) Support
Blackboard Support
Carpentry
Technology Support For Students
Electrical

View All Popular Services ›

My Recently Visited Services

Carpentry
Acalog (Online Catalog) Support
Recycling
Website Support

Step 4: You should now see a list of IT Categories to choose from. Select the category that best fits the needs of your request. If you do not see a category that fits your needs, you can use the "I Don't See What I Need" category. All UAM students are strongly encouraged to use the Student Support category.

Step 5: Under each category, you will see a list of services available for you to select. Click on the correct service you need to view more information and open a ticket.

Payton Miller

Home   Projects   **Services**   Knowledge Base   Questions   Reports

Project Requests   Ticket Requests   My Favorites   My Recent   My Approvals   Services A-Z   Categories   Permissions Audit   Templates   Search

Service Catalog / Information Technology / Academic Technology

Academic Technology

☐ Show Inactive Services

The Academic Technology category oversees a broad range of technology resources that support teaching and learning. This team manages the Learning Management System (LMS), university website, smart rooms, classroom technology, and digital signage. They are responsible for the installation, maintenance, and troubleshooting of these technologies, ensuring they function effectively to enhance the educational environment. Additionally, they provide training and support to faculty and staff to maximize the use of instructional tools. The Instructional Technology group is dedicated to integrating innovative technologies to enrich the academic experience.

+ New Service

+ New Category

+ New Shortcut

Services (10)

Acalog (Online Catalog) Support

Acalog (Online Catalog) Support provides comprehensive assistance with the Acalog online academic catalog system. This service helps faculty, staff, and students navigate and utilize the online catalog efficiently, ensuring accurate and up-to-date information about courses, programs, policies, and more. Support includes troubleshooting, user guidance, and technical assistance to maximize the benefits of the Acalog platform.

Blackboard Support

Our Blackboard Support Service offers comprehensive assistance for faculty, staff, and students using the Blackboard learning management system. We provide help with course setup, content management, troubleshooting technical issues, and integrating third-party tools. Our team ensures you have the resources and support needed to create an effective and engaging online learning environment.

Campus Calendar (Localist) Support

Our Campus Calendar (Localist) Support service assists with managing and utilizing the Localist platform for campus events. We provide guidance on creating, updating, and promoting events, as well as troubleshooting any issues that may arise. For help with event submissions, calendar integrations, or general support, please contact us.

My Recent Requests

Devin
Devin
sfdsf
sdffs
TEST WITH BB

View All Recent Requests >

Popular Services

Acalog (Online Catalog) Support

Home   Projects   **Services**   Knowledge Base   Questions   Reports

Project Requests   Ticket Requests   My Favorites   My Recent   My Approvals   Services A-Z   Categories   Permissions Audit   Templates   Search

Service Catalog / Information Technology / Academic Technology / Blackboard Support

Blackboard Support

What Is It?

Blackboard Support Service is a dedicated resource designed to assist users with the Blackboard learning management system. This service helps with:

- **Technical Assistance**: Troubleshooting issues with the platform, such as login problems or system errors.
- **Course Management**: Guidance on setting up and managing courses, including adding content, configuring settings, and organizing materials.
- **User Support**: Helping faculty, staff, and students navigate the system and utilize its features effectively.
- **Integration Help**: Support for integrating additional tools or third-party applications with Blackboard.
- **Training**: Providing resources and training to enhance users' proficiency and maximize the benefits of Blackboard.

Overall, it ensures that users can efficiently and effectively use Blackboard for teaching, learning, and administrative purposes.

Who Is Eligible to Use It?

The Blackboard Support Service is typically available to:

- **Faculty**: Instructors and educators who use Blackboard to manage and deliver course content.
- **Staff**: Administrative and support staff who utilize Blackboard for various institutional functions.
- **Students**: Learners who access course materials, assignments, and grades through Blackboard.
- **IT Personnel**: Technicians and IT staff involved in maintaining or integrating Blackboard with other systems.

Eligibility may vary depending on institutional policies, but generally, anyone involved in using Blackboard for educational or administrative purposes can access this support service.

Where Can I Find It?

Blackboard Support is located in the Student Success Center, Suite 207 (above Chick-fil-A). You can also reach them by phone at 870-460-1036 or by email at blackboard@uamont.edu.

How Do I Use It?

To use Blackboard Support, follow these steps:

- Open A Ticket
- Share
- Edit Service
- Add Service Offering
- Add to Favorites

Details

Service ID: 23
Public: Yes

Manager: Unassigned

Created
Tue 7/23/24 8:38 AM by Payton Miller
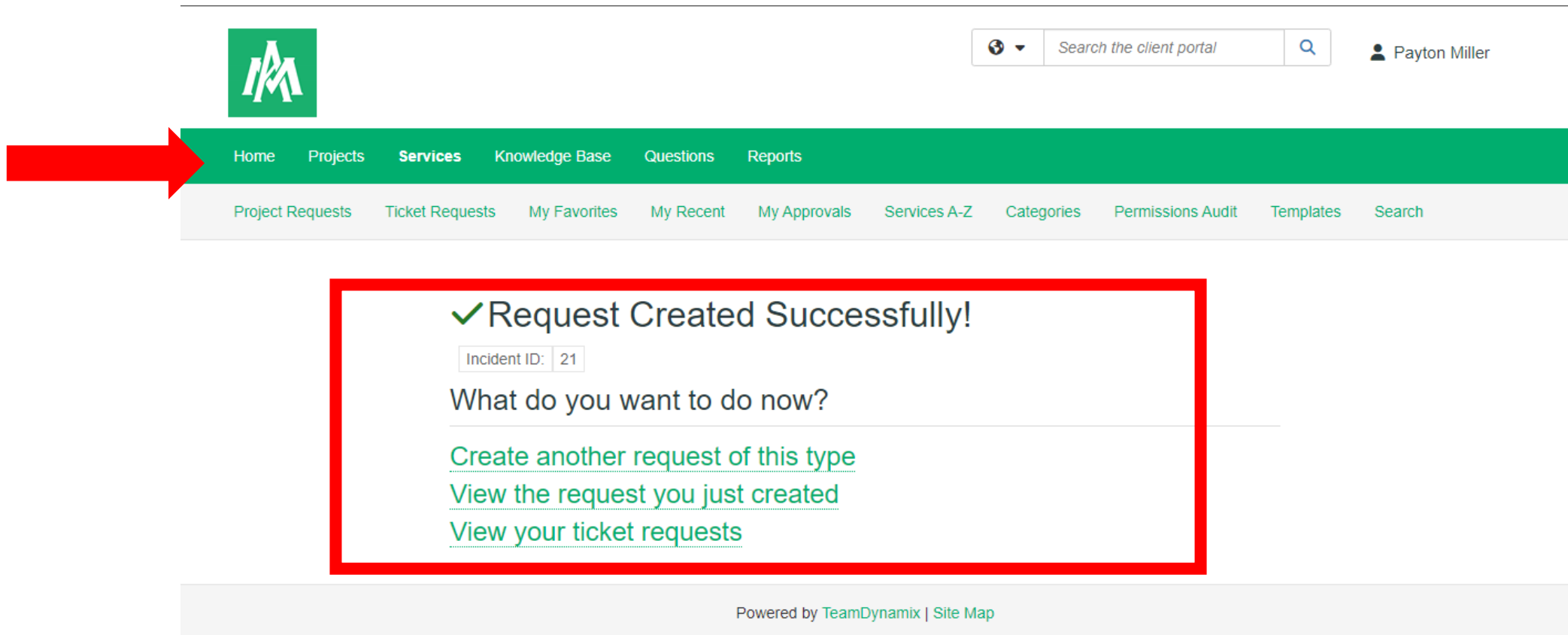
Modified
Wed 8/7/24 9:31 AM by Payton Miller

Attachments (0)

Step 6: On the service page you will be able to find helpful information about the service. Remember, over time these areas will grow and develop so be sure to click on the dark grey "Open A Ticket" button to begin filling out a support ticket.

Step 7: You should now see the form to complete. Fill out the fields on the form and when you are ready to finish, click on the small green Submit button. Remember that some fields are required, and some are not but we encourage you to fill in all appropriate fields. In the description box please provide as much detail as possible and please provide any documents/recordings that can help the IT technicians work on your ticket.

Blackboard Support

+ Show Help   — Hide Help

Our Blackboard Support Service offers comprehensive assistance for faculty, staff, and students using the Blackboard learning management system. We provide help with course setup, content management, troubleshooting technical issues, and integrating third-party tools. Our team ensures you have the resources and support needed to create an effective and engaging online learning environment.

Requestor Details

Subject *

Requestor *

Payton Miller

Office Phone Number *

Location *

Start typing...

Room/Area *

Acct/Dept *

Distance Learning

Status

Responsible

Description *

Format   Font   Size   A-   B I U S x₂ x² Iₓ

Attachment

Browse... No file chosen

Submit

Powered by TeamDynamix | Site Map

Step 8: You have now successfully entered an IT Work Order. You can either exit TeamDynamix if you are finished, or you can explore more features if needed. You can either create another ticket of this type, view the ticket you just created, or view all your tickets.

Search the client portal

Payton Miller

Home   Projects   **Services**   Knowledge Base   Questions   Reports

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✔Request Created Successfully!

Incident ID: 21

What do you want to do now?

Create another request of this type
View the request you just created
View your ticket requests

Powered by TeamDynamix | Site Map

Step 9: If you selected to view your ticket you can see valuable information about your open ticket as IT works on resolving your issue. You can view details of the ticket, add more attachments, see the ticket status, and even add notes on the ticket as well.

Notice the additional navigation bar to explore different features.

Step 10: If you selected to view all your tickets, you can see all the tickets that you have created in TeamDynamix.

Step 11: You can also add services to by clicking My Favorites on the menu bar.

Search the client portal

Home   Projects   **Services**   Knowledge Base   Questions   Reports

Project Requests   Ticket Requests   My Favorites   **My Recent**   My Approvals   Services A-Z   Categories   Permissions Audit   Templates   Search

My Recently Visited Services

Step 12: You can also view all of your recently visited services as a time saving effort for entering tickets.

Website Support

Academic Technology

Our Website Support team helps with troubleshooting issues, content redesigns, content updates, and maintenance for campus websites.

Blackboard Support

Academic Technology

Our Blackboard Support Service offers comprehensive assistance for faculty, staff, and students using the Blackboard learning management system. We provide help with course setup, content management, troubleshooting technical issues, and integrating third-party tools. Our team ensures you have the resources and support needed to create an effective and engaging online learning environment.

Carpentry

Maintenance

The Carpentry team within Maintenance handles the construction, repair, and installation of furniture, cabinetry, doors, walls, and other wooden structures on campus. They also assist with renovations, framing, and maintenance of fixtures to ensure buildings remain functional, safe, and aesthetically pleasing.

Acalog (Online Catalog) Support

Academic Technology

Acalog (Online Catalog) Support provides comprehensive assistance with the Acalog online academic catalog system. This service helps faculty, staff, and students navigate and utilize the online catalog efficiently, ensuring accurate and up-to-date information about courses, programs, policies, and more. Support includes troubleshooting, user guidance, and technical assistance to maximize the benefits of the Acalog platform.

Recycling

Maintenance

The Recycling team promotes sustainability on campus by managing the collection and processing of recyclable materials. Their responsibilities include placing and maintaining recycling bins, educating the campus community about proper recycling practices, and coordinating with waste management to ensure materials are recycled effectively. This initiative helps reduce waste, conserve resources, and foster an environmentally responsible campus culture.

Request Help Here

I Don't See What I Need...

Do you need help and aren't sure which category to use, or can't find what you're looking for?

The IT Helpdesk is happy to assist.

When you submit this form, it will come to the helpdesk and we'll work to get a response to you as soon as we can, and will route the ticket to the correct location.

Please note:

Step 13: You should receive an email notification in your UAM email inbox with your ticket information. Please do not mark anything from TeamDynamix as Junk or Spam to ensure you get notified about your work orders.

TeamDynamix Incident Created (DEMO)

tdtechreply
To ● Payton Miller

☺ | ↩ Reply | ↩ Reply All | → Forward | ⊞ | ⋯

Wed 10/16/2024 10:13 AM

Any replies to this ticket should be above this line and include the message below to be properly added to your ticket.

View Ticket #21

Dear Payton Miller,

commented on this ticket on Wed 10/16/24 11:12 AM Eastern Daylight Time:

Comment:

Responsible Group: Academic Technology

Status: New

Ticket Description: **DEMO**
          THIS IS A DEMO

To update this ticket you may reply to this email or view the status of the ticket by visiting the Solutions Service Portal.

For additional assistance, please create a new support ticket

To comment on this item, reply to this email.

----TEAMDYNAMIX DO NOT ALTER OR REMOVE THIS CODE----
E/qswUTBTXT24F2AxPYW/qh4QiWrqY8xkmZJMIjnMDqSNV0GK7EfjQteAAy4IVNeAx+vhWQbhT3YUWfOYPcPFALt/yvZIOuVAbq/oMNJ75Hcsnhn0tMGH//ag1uD1wiKMLMRUkXOiM-pRTRQtct/S3SV9mS3XThJnrSPnCMKA+fg1OI40bijJA7+AOiUEnCyRj+cel8ke4bV++m5PwXXagwCG17hXa40vVsUogqI6hBlrCm3Jj/xgRTwsTqqHeoAL-TiFUm1tw+WC0PRp1wIS/Pogbi9BQxM+4LS3P1aNxgUVVEFgsnvZy3TveFeSRLQ/jHqvh9TIYSJE05v7Y5KM2RUZ6PoUe1oR/LSypxexneoQwya9U4bDJ+eabk2fIdDjb7aTsaN9CrkO8xY0yiUfSr/YRcr2x71yFQ0QMJDU/oclatPUQ//UU4OVbgKsxjEwLH8Q0Q7CbE134BtkE1M6FLlw9B6U2Pd6uxoLhKg==
----TEAMDYNAMIX DO NOT ALTER OR REMOVE THIS CODE----
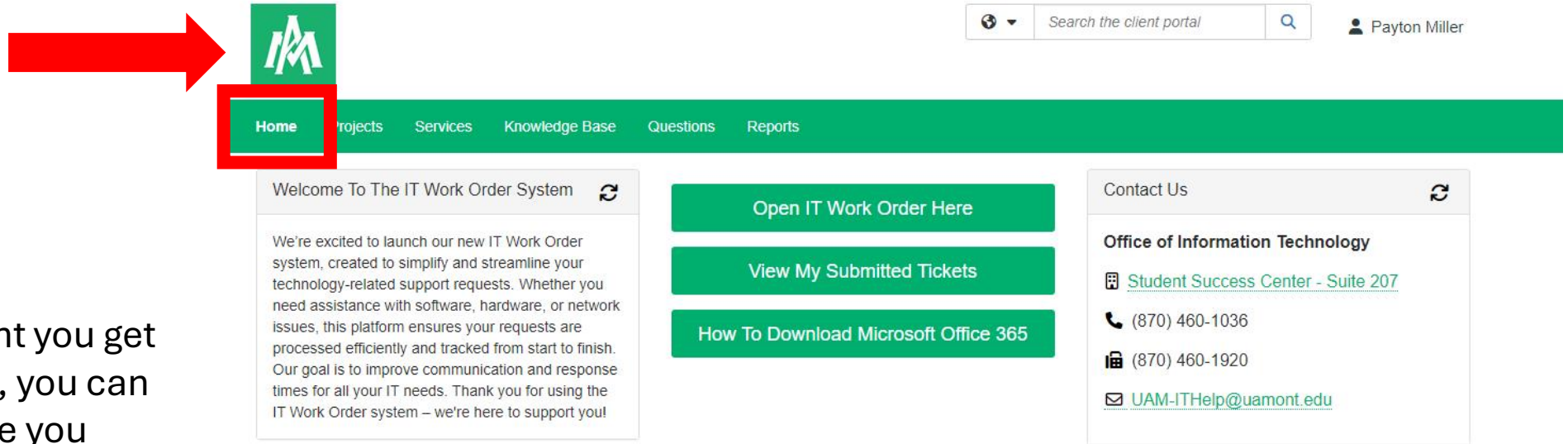
Step 13: If at any point you get lost inside the portal, you can click on Home to take you back to the landing page or click on the UAM logo to go to the UAM website.

Search the client portal

Payton Miller

Home   Projects   Services   Knowledge Base   Questions   Reports

Welcome To The IT Work Order System

We're excited to launch our new IT Work Order system, created to simplify and streamline your technology-related support requests. Whether you need assistance with software, hardware, or network issues, this platform ensures your requests are processed efficiently and tracked from start to finish. Our goal is to improve communication and response times for all your IT needs. Thank you for using the IT Work Order system – we're here to support you!

Open IT Work Order Here

View My Submitted Tickets

How To Download Microsoft Office 365

Contact Us

Office of Information Technology

Student Success Center - Suite 207

(870) 460-1036

(870) 460-1920

UAM-ITHelp@uamont.edu

Questions? Please Contact Us:

Student Success Center 207 / 870-460-1036

UAM-ITHelp@uamont.edu