TeamDynamix

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What is TeamDynamix?

EITS and a few other units at the University of Georgia use a ticketing system for technical support requests called TeamDynamix.

TeamDynamix is an IT service management platform that offers help desk ticketing management, project management, a knowledge base and more.

How Do I Submit a Request for IT Help?

There are several ways to submit requests for technical assistance from the University of Georgia. You can:

- Send an email to helpdesk@uga.edu
- Submit a web form at ITsupport.uga.edu
- Call the EITS Help Desk at 706-542-3106

Submitting a General Support Request

The University of Georgia’s IT Support Portal contains web forms to submit requests for a variety of technical services.

The IT Support Portal is located at ITsupport.uga.edu.

A screenshot of the IT Support Portal is provided:

If you have a MyID, click on the I Need Help! button under the Request Help box:

You will be taken to the Help Desk Support Request page. Click on Request Service.
You will be taken to the UGA CAS (Central Authentication System) site. Provide your MyID and password.

After signing in with your MyID, you will be taken to the Help Desk Support Request web form.

This is the web form to submit any request for technical assistance.

Your name will be prepopulated in the requestor field, but you can change to the name to anyone at the University. Complete the other fields on the form, based on your request.

To send your request, click Request at the bottom of the form.

After clicking Request, your request will be sent to the EITS Help Desk. You will be taken to a page showing the successful submission of your request.

You will then receive an automatic email to your UGAMail account. This is an automatic email acknowledging your request has been received. The email subject line is: Your UGA IT Support Request (Help Desk Incident Request).
How Do I View My Submitted Requests?

The TeamDynamix ticketing system gives customers flexibility to easily view their technical support requests and communicate with technicians.

You can:

- Log in directly to the IT Support Portal to view your support tickets
- Click on the link provided in the automatic email you received after your submission

If you submitted your using an online web form, after you have submitted your request, you can view it instantly on the successful submission page by clicking on View all of your ticket requests.

You will be taken to a page showing all of your submitted IT support requests. You can search for specified tickets in the search bar. Or, you can scroll down the page to view a listing of support requests.

You can select a specified request to view the information you submitted.

After clicking on a specified request, you can view the details you submitted.

In addition, you can select the options to receive notifications on the progress of your request, add an attachment or withdraw the request.
By scrolling down the page, you can view communications with technicians about your request. You can also submit comments for technicians.

Note: Email responses from your request are also archived on your web form.

**Viewing Your Submitted Request by Email**

Regardless if you submitted your support request by email or via an online web form, you will receive an automatic email after it is successfully submitted.

This is an automatic email sent to your UGAMail account.

The subject line of the automatic email is: Your UGA IT Support Request (Help Desk Incident Response).

On the web form, you can also add a non-UGAMail address, such as Gmail.

The automatic email contains data to identify your request. You can click on the link in the email to view the progress of your request and add more information.
You can reply to the email to communicate with technicians. Email responses from your request are also archived on your web form.

The bottom of the automatic email contains code that should not be deleted. This allows the ticketing system to consolidate all email and web-based communications for your request.

Once a technician has reviewed your request, you may begin to receive additional emails on your request.

If you are concerned you may have received a phishing email, please call the EITS Help Desk at 706-542-3106.

How Do I Submit a Request for a Specific Service?

The ticketing system allows you to select a specific service and submit an online web form requesting technical support.

If you have not logged in to the IT Support Portal with your MyID and password, you can see Sign In near the top of the page. If you have logged in, your name will appear. These steps are similar after you have logged in to the portal.

If you have NOT logged in with your MyID, you may select Services on the IT Support Portal homepage.
You will be taken to the Service Catalog page. This page is a listing of most IT services provided to customers. Services are listed by categories, such as email and wireless requests. There is also a listing for popular services and new services for your convenience.

Select a category for the service you are requesting support.

Once you have selected a category, you may select a specific service to submit an online web form.

If you have reached the appropriate service you are requesting, click on the Request button to submit a web form for that service. After that, you will be taken to the UGA CAS website to log in with your MyID and password.
Complete the online web form for your request for technical assistance. Click **Request** at the bottom of the form. This will submit your request. You will then receive an automatic email to your UGAMail account.

If you cannot find a web form for your specific service, you can submit a generic **Help Desk Support Request**. See the instructions above on Submitting a General Support Request.

**I Don’t Have a MyID. How Do I Submit a Request?**

All UGA students, faculty and staff have a MyID. Vendors and other associates may also have a MyID.

If you are a visitor and/or you don’t have a MyID, there is a different process to submit an online web form for technical support.

You can also email helpdesk@uga.edu or call the EITS Help Desk at 706-542-3106 during business hours.

To submit an online web form requesting support without a MyID, go to the **IT Support Portal** website.

Under Visitor/Guest Support, click on **IT Support Help (non-UGA visitors without a MyID).**
By clicking on this link, you will be able to send an email for your support request. Your computer may try to open an email client. This will allow you to write your support request in an email that will be sent to the EITS Help Desk (helpdesk@uga.edu).