



Create a Ticket in TeamDynamix (TDX)

This Create a Ticket in TeamDynamix (TDX) Tip Sheet is for end users who submit service tickets to the CHES service desk.

What is a Ticket?

A **Ticket** in TeamDynamix is a record of a unit of work or assignment. Examples include:

- Workday issues
- Support for CHES employees and College SMEs
- Non-Workday support

Tickets help track work, resources, and status. They will originate from the TDX Client portal. Tickets will be forwarded to the appropriate CHES support group.

Creating a New Ticket

1. Navigate to CHES.edu select **Member Toolkit > Technology Support Hub > Service Request Hub**.
2. Scroll to the bottom and select **CHES TDX Service Desk Users Login**.

Note: Bookmark this URL for future reference and quick access to the portal.

3. From the TDX Client Portal, navigate to the top right of the screen and select **Sign In**. Enter your e-mail address when prompted and select **Continue with SSO**.
4. Select the appropriate area to request support.

Note: Selecting a group automatically assigns the ticket to that group upon submission.

5. Complete Required Fields.
 - **Requestor:** Person requesting the work. Add new contacts via the look up icon if needed.
 - **Requesting on Behalf of:** If the requestor is submitting a ticket for another person, that person should be selected in this field. Search for contacts via the look up icon if needed. Optionally notify the requestor.
 - Select the **Notify Contact(s)** check box if you want to have the person in this field included in notifications.
 - **Title:** Describe the purpose of the ticket.
 - **Description:** Document of the details of the ticket.
 - **Case Type:** This is not a required field. If known, choose the appropriate case type for the ticket. If none fit, select **Not Listed** and suggest a case type.

- **Status:** Automatically assigned as a “New” case.
- **College Help Desk Case Number:** If the ticket is associated with a college help desk ticket, enter the college help desk ticket number here.
- **Attachment:** Attach supporting documents if appropriate.

Searching for Tickets

Searches are a quick way to filter for specific criteria of a ticket

Using Searches

1. In the TDX Client Portal and select **View Your Tickets**. All your tickets appear.
2. To filter your search, use the options in the middle of screen to refine your search.
3. At any time, select the **Home** button on the top left of the portal to return to the main portal.