Self-Help Guide

TeamDynamix (TDX): Work with Tickets

This self-help guide is for technicians working in TDX to track Incidents, Requests, Major Incidents, Problems, or Change tickets. Some articles linked below are only viewable to those who have technician access to TDX Client Portal.

Understand TDX

Getting Started in TDX

TDX Login

Log in to Users (TDNext)
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5374
Log in to the Client Portal
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5376
Move between User (TDNext) and the Client Portal
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5377

Users (TDNext)

Understand Ticket Classifications
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5381
Work with Parent/Child Ticket Relationships
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5382
Use My Work Application
Please visit the following links for additional information:

- Create and Manage a Desktop: [link]
- Use the People App: [link]
- Manage Groups in the People App: [link]
- The Client Portal: [link]
- Working with Reports:
  - TDNext Reports: [link]
  - Using BeyondTrust Remote Support (Bomgar) with TDX:
    - BeyondTrust TDX Integration: [link]
Work with Incidents and Requests

Working with Tickets

Incident Tickets

Create an Incident Ticket
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5410
Write Clear, Short Titles for Tickets
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5476
View Ticket Details
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5411
Edit a Ticket
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5412
Work a Ticket
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5413
Find the Correct Responsible Group for a Technician
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5635
Resolve a Ticket
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5414
Work with Unique Requestors
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5415
Mitigate Bouncing Tickets
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=6378

Service Request Tickets

Search for an Access Request or Service Request form in the Client Portal
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5403
Complete a Service Request Form on Behalf of a User (OIT User Support)
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5404
Send a Request Form and Document the Interaction (OIT User Support)
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5405
Send a Request Form
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5406
Check the Status of a Service Request for a User
Handle a Generic Request
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5408

Handle a Password Reset Request (OIT User Support--requires login)
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5407

**Ticket Templates**

Create a Ticket Template
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5387

Manage a Ticket Template
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5388

Track Miscellaneous User Situations (OIT User Support)
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5380

**Working on Open Tickets**

**Basic Actions**

Take Responsibility for a Ticket
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5390

Edit a Ticket
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5412

Change the Form Type of the Ticket
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5410#changing

Add an Attachment to the Ticket
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5393

Relate an Asset to a Ticket
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5446

Search for a Ticket
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5384

Find the Correct Responsible Group for a Technician
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5635

**Ticket Communication**

Communicate Through a Ticket
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5391
Write Complete Work Notes
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=3980
Write Comments to Customers
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=4844
Write Resolution Notes
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=4878
Add People (Contacts) to a Ticket
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5392
Transfer Ownership of a Ticket
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5398
Warm Transfer a Ticket (OIT User Support)
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5397

Knowledge Base

Associate a Knowledge Article with a Ticket
/services-technologies/how-tos/tdx-knowledge-associate-knowledge
Create a New Knowledge Article from a Ticket
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5395
Send a Knowledge Base Article to a User
/services-technologies/how-tos/tdx-knowledge-send-knowledge-base

Work with Other Tickets and Tasks

Processing Major Incidents, Problems, and Change

Major Incident Tickets

Understand the Use of Major Incident Tickets
/services-technologies/how-tos/tdx-major-incident-understand-use-major
Create a Major Incident Ticket
/services-technologies/how-tos/tdx-major-incident-create-major-incident
Work a Major Incident Ticket
/services-technologies/how-tos/tdx-major-incident-work-major-incident
Resolve a Major Incident Ticket
/services-technologies/how-tos/tdx-major-incident-resolve-major
Work with Parent/Child Ticket Relationships
Problem Tickets

Understand the Use of Problem Tickets
/services-technologies/how-tos/tdx-problem-understand-use-problem
Create a Problem Ticket
/services-technologies/how-tos/tdx-problem-create-problem-ticket
Work a Problem Ticket
/services-technologies/how-tos/tdx-problem-work-problem-ticket
Resolve a Problem Ticket
/services-technologies/how-tos/tdx-problem-resolve-problem-ticket
Work with Parent/Child Ticket Relationships
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5382

Change Tickets

Understand the Change Process
https://atlas.umn.edu/it-umn/change-process-0
Fill out a Change Ticket
/services-technologies/how-tos/tdx-change-fill-out-submit-change-ticket

Using Ticket Tasks

Ticket Tasks

Create a Ticket Task
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5449
Edit a Ticket Task You Created
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5449#editing
View Your Group's Ticket Tasks
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5450#viewing
Take Responsibility for a Ticket Task
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5450#taking
Work a Ticket Task
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5450#working
Reassign a Ticket Task
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5450#reassigning
Complete a Ticket Task
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5450#completing