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
Create and Manage a Desktop
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5379
Use the People App
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=5378
Manage Groups in the People App
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet.aspx?ID=6250

The Client Portal

Search the Knowledge Base
/services-technologies/how-tos/tdx-knowledge-search-knowledge-base
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

Working with Reports

TDNext Reports

TDX: Create and Manage Reports
https://it.umn.edu/services-technologies/self-help-guides/tdx-create-manage-rep...
This self-help guide walks you through the process of running, creating, and managing reports in TeamDynamix.

Using BeyondTrust Remote Support (Bomgar) with TDX

BeyondTrust TDX Integration

Learn about BeyondTrust Remote Support
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=3847
Set Up BeyondTrust Remote Support
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=4859
Link Your Bomgar Account to TDX
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5474
Generate a BeyondTrust Remote Support Session Via a TDX Ticket
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5475
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?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