University of Minnesota

Self-Help Guide

TeamDynamix (TDX): Approve Access Request Forms and Service Requests Forms

This self-help guide is for anyone who approves Access Request Forms (ARF) or Service Request Forms (SRF) that originate in TeamDynamix.

Work on Access Request Forms and Service Request Forms

Understand TDX

TDX Login

Log in to Users (TDNext)
/services-technologies/how-tos/tdx-log-in-users-tdnext
Log in to the Client Portal
/services-technologies/how-tos/tdx-log-in-client-portal
Navigate between Users (TDNext) and Client Portal
/services-technologies/how-tos/tdx-approvers-navigate-between-users

Overview of Request Forms

Understand the Request Ticket
/services-technologies/how-tos/tdx-approvers-understand-request-ticket
Understand Notifications with Ticket Workflows

/services-technologies/how-tos/tdx-approvers-understand-notifications
Reporting Issues with a Request Form
/services-technologies/how-tos/tdx-approvers-report-issues-request-form

Working Group and Supervisor Approvals

Steps for Group and Supervisor Approvers

Find and Approve Your Requests
/services-technologies/how-tos/tdx-approvers-find-approve-your-requests
Handle a Partial Approval
/services-technologies/how-tos/tdx-approvers-handle-partial-approval
Communicate Through a Request Ticket
/services-technologies/how-tos/tdx-approvers-communicate-through
Review The Status of a Request Ticket in Users (TDNext)
/services-technologies/how-tos/tdx-approvers-review-status-request-in

Working Individual and Key Contact Approvals

Steps for Individual Approvers and Key Contact Approvers

Find and Approve Your Requests (Individual Approvers and Key Contacts)
/services-technologies/how-tos/tdx-approvers-find-approve-your-requests-0
Review The Status of a Request Ticket in the Client Portal
/services-technologies/how-tos/tdx-approvers-review-status-request