

Using My Service Center

Department User

Process Guide

IMS Project Portfolio Management & Delivery
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My Service Center Guide / Version 2 / Mar 2021



This guide is designed to assist you in submitting a service form to the Business Service Center. If you encounter any issues while logging in, please contact the IMS Service Desk at: 210.567.7777, option 1.

Log into My Service Center

1. My Service Center is a one stop location to request administrative and operational services. Access My Service Center by entering the url in your browser:
(<https://uthscsa.teAMDynamix.com/TDClient/2009/Portal/Home/>)
2. Or click on Business Applications from the homepage
(<https://uthealthsa.sharepoint.com/Pages/Home.aspx>); scroll down and click on My Service Center.
3. The My Service Center splash page will display giving you options to select. The top ribbon will guide you to different tabs. You can also click the “Request a Service” button on the bottom of the page.

UT Health San Antonio

Search the client portal

Sign In

Home Faculty Svcs Financial Svcs FM Work Orders HR IT Svcs Marketing & Communications Web & Digital Svcs Services Knowledge Base

My Service Center

How can we help?

Search the client portal

Self Service

View my tickets

Find an Answer

Request a Service

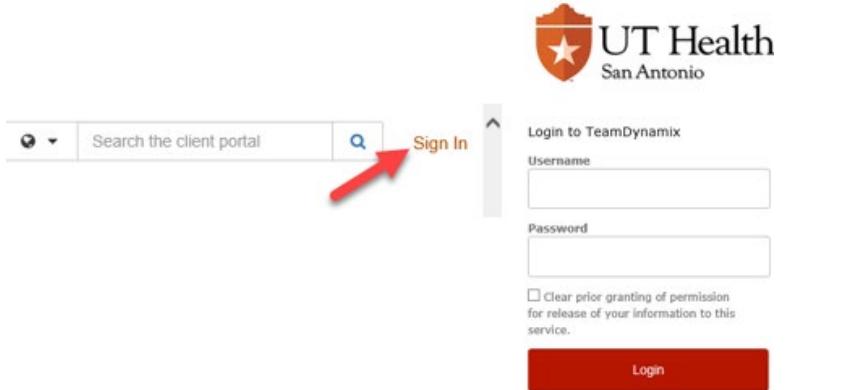
UT Health SA

Tweets by @UTHealthSA

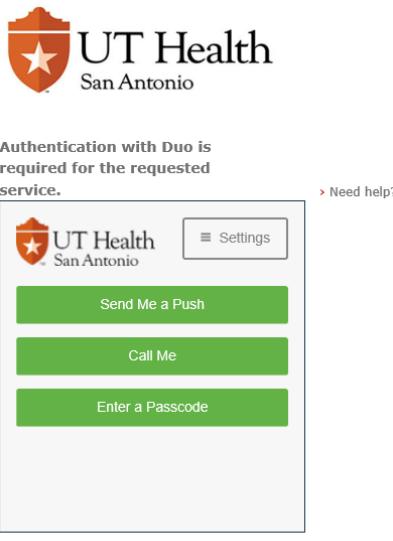
UTHealthSanAntonio @UTHealthSA While infection rates are down and vaccination rates are up, we still have a long way to go before we achieve herd immunity. Infectious disease specialist Ruth Berggren, MD, explains why we should continue to wear masks and follow public health guidance: expressnews.com/opinion/article/ut-health-experts-explain-why-we-should-continue-wear-masks-follow-public-health-guidance/5018757/

Embed View on Twitter

4. From the top right corner, click on **Sign In**. Log in using your UT Health username and password.
5. Click **Login**.



6. Two-factor Duo Authentication is required to access My Service Center. Select an option to authenticate your access.



7. After approval is complete, the client application will open to display the service request options.
8. Below each service title, you will see a description of that service. Financial Services are displayed below as an example.

The image shows the UT Health San Antonio client portal displaying the 'Financial Services' category. At the top left is a 'Service Catalog / Financial Services' link. Below it is a 'Financial Services' section with a 'Categories (11)' link. Underneath are two service cards: 'Payments' (with a dollar sign icon) and 'Purchases' (with a credit card icon). Each service card has a description: 'Payments' says 'Payments, Purchases, Reimbursements, Travel, Position Funding, Internal Transactions.' and 'Purchases' says 'Procurement via purchase order or ProCard.' To the right is a 'Popular Services' sidebar with links to 'Request a Payment', 'Purchases/Requisitions', 'UT Health Computer Repair and Servicing', 'UT Health Email Changes, New Email Account Requests, and Shared Mailbox/Calendar Services', and 'Telephone, Voicemail, and Conference Calling Unit Services'.

Faculty Services

To view a complete list of services offered, click the All Faculty Services button.

[All Faculty Services](#)

Financials Services

To view a complete list of services offered, click the ALL Financial Services button.

[All Financial Services](#)

FM Work Orders

To view a complete list of services offered, click the All FM Services button.

[All FM Services](#)

Human Resources Services

To view a complete list of services offered, click the ALL Marketing Services button.

[All HR Services](#)

IT Services

To view a complete list of services offered, click the ALL IT Services button.

[All IT Services](#)

Marketing & Communications Services

To view a complete list of services offered, click the ALL Marketing Services button.

[All Marketing Services](#)

Web & Digital Services

To view a complete list of services offered, click the All W&D Services button.

[All W&D Services](#)

If you are unsure which service form to select, or cannot locate the preferred request, click on the Search field at the top right of the window.

1. Type in a key word in the search field, then click on the search icon.

A search bar with a magnifying glass icon on the right. To the left of the search bar is a dropdown menu icon.

2. A list of results will display, verify the option by reading the short description. Click on the title of the preferred service.

Financial Services

Payments, Purchases, Reimbursements, Travel, Position Funding, Internal Transactions.

Categories (11)

 Payments Pay an invoice, request a reimbursement.	 Purchases Procurement via purchase order or ProCard
 Travel Authorizations, pre-travel planning, post-travel reimbursement.	 Position Changes Create or modify positions or their funding
 Internal Transactions Transfer expenditures and funds between funds or departments	 Chartfield Requests Chartfield changes, new department ID request, new project requests, request to close project
 ProCard/Fuel Card Resources Apply for a department ProCard or Fuel Card and/or reconcile your departmental ProCard or Fuel Card statement.	 Grant Administration Coming Soon
 Other Support Services MSA Timelines	 Reporting
 Long School of Medicine	

3. Review the detailed description to confirm this is the correct request. Click on **Request Service**.

Purchases/Requisitions

Introduction:

Use this service to submit requests for procuring goods and services that will result in a Requisition in PeopleSoft.

For additional resources, please refer to the Contact Information on the Financial Services home page: <https://uthscsa.teamdynamix.com/2009/Portal/Home?ID=2d007a66-be50-4fe8-80a6-d0a700b2780c>

Workflow:

The workflow consists of five steps: Requester Submits Service Request, Financial Specialist Processes Request, Department/VID Approvals, Purchasing Processes Request, and Central Receiving Delivers Item to Department [If Applicable]. Each step is represented by a blue icon with a red arrow pointing to the next step.

Request Service

Details

Service ID: 39393
 Created: Fri 10/4/19 12:03 PM
 Modified: Tue 10/27/20 9:54 PM

Attachments (0)

No file found.

To process all form requests:

1. Complete all requested information. The information will vary on each form, depending on the service you are requesting. You may also be required to provide documentation for backup purpose.
2. To attach supporting documentation, click the Browse button at the bottom of the form and upload your documentation.

Attachment * ?

Attach invoice and/or receipt.

No file chosen

3. Click the Request button at the bottom of the page to submit the request to the Business Service Center.

Request

A confirmation of the request submitted will appear which contains a system generated Ticket Request ID number. You should document this number for future reference.

 Request Created Successfully!

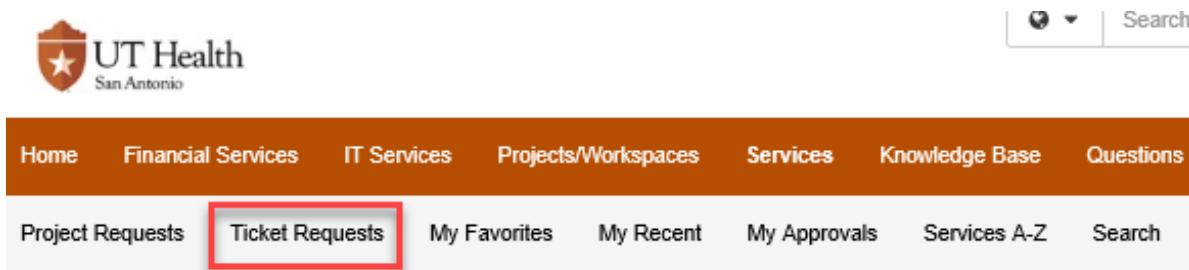
Ticket Request ID: 2536689

What do you want to do now?

[Create another request of this type](#)
[View the request you just created](#)
[View all of your ticket requests](#)

Status updates for your request will be provided within the request. You will receive an email stating the processing phase your request is in, and a short description of the tasks as they are completed.

- To search for your requests, click on Ticket Requests from the top ribbon.

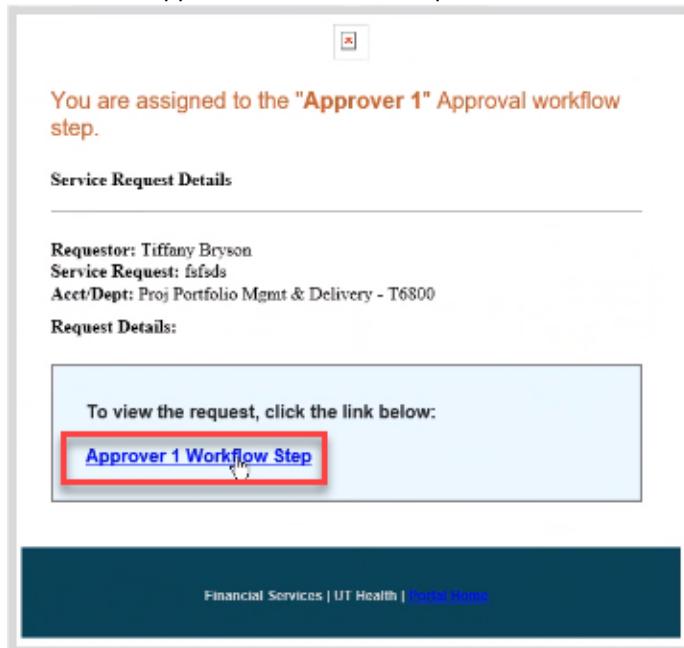


The image shows a screenshot of the UT Health San Antonio Service Center ribbon menu. The menu is divided into several sections: Home, Financial Services, IT Services, Projects/Workspaces, Services, Knowledge Base, and Questions. Below this, there is a secondary row of links: Project Requests, Ticket Requests, My Favorites, My Recent, My Approvals, Services A-Z, and a Search bar. The 'Ticket Requests' link is highlighted with a red box.

Approve a Request

To approve a request within Team Dynamix, open the notification received from Team Dynamix.

1. Click on the Approver 1 Workflow Step



2. You will be taken to the Team Dynamix login screen. Upon logging in, you will be taken to the Approval Workflow page.
3. The approver should either Approve or Reject the request.

The feed on the bottom of the request will display all the actions that have occurred for this request.



st

Budget Balance:
sf

Signature of Department Administrator or Department Chair
Tiffany Bryson

Tags

Feed (4)

**Tiffany Bryson (private)**

Rejected the "Approver 1" step in the "Single Approval Workflow v2" workflow.

Fri 11/6/20 3:41 PM

[Comment](#) [Like](#) [More...](#)**Tiffany Bryson**Changed Status from **New** to **On Hold**.

Fri 11/6/20 3:40 PM

[Comment](#) [Like](#) [More...](#)**Tiffany Bryson (private)**

Assigned the "Single Approval Workflow v2" workflow to this service request.

Fri 11/6/20 3:39 PM

[Comment](#) [Like](#) [More...](#)**Tiffany Bryson (private)**

Took primary responsibility for this service request from LSOM Admin.

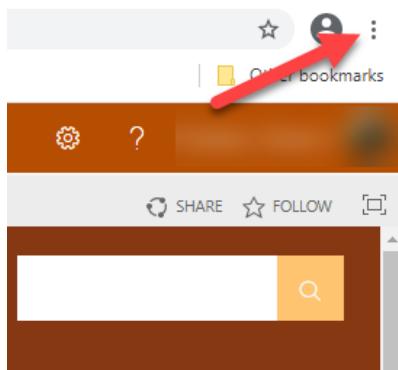
Fri 11/6/20 3:38 PM

[Comment](#) [Like](#) [More...](#)

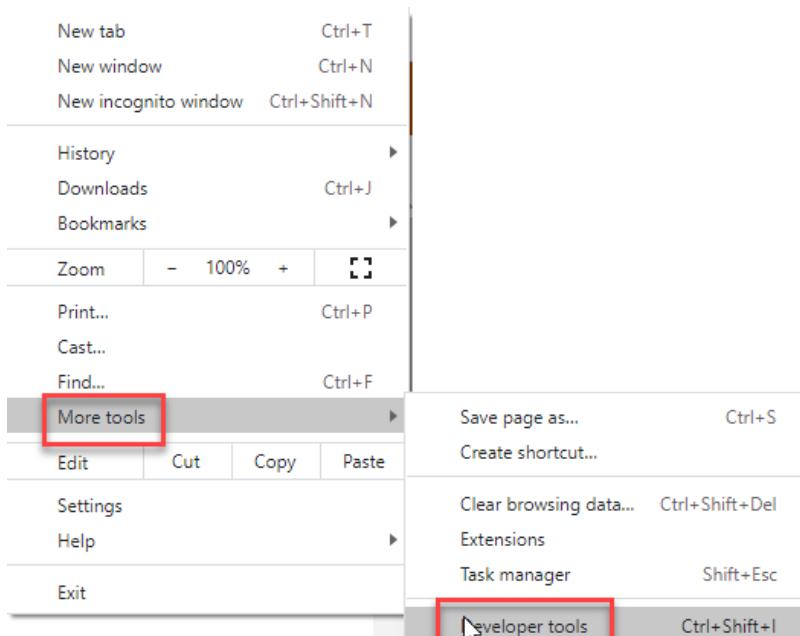
Approve a Request with Mobile Device

To use a mobile device to approve a Team Dynamix request, begin by opening browser window using Google Chrome.

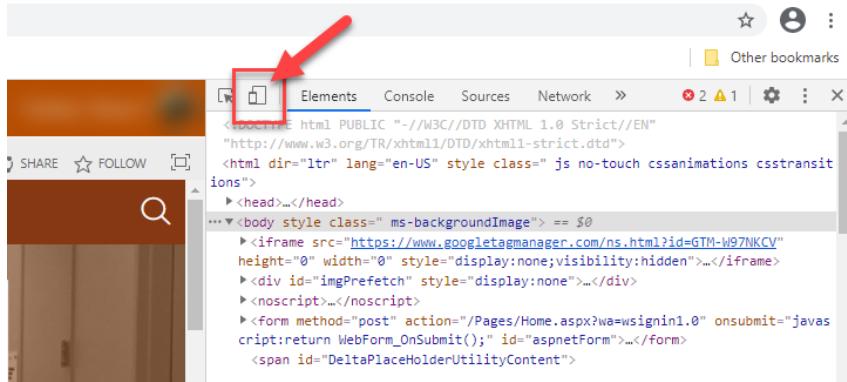
1. Click on the 3 dots in the top right corner.



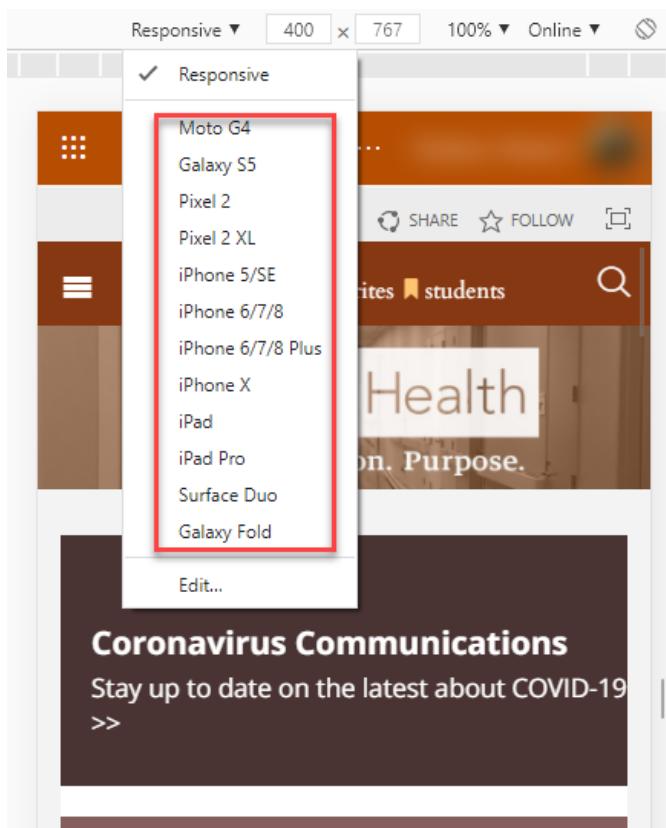
2. Click on More Tools > Developer tools



3. Click on the "Toggle device toolbar" icon



4. Click the drop down arrow for Responsive and select your phone type. To view more options, click Edit from the bottom of the list.



5. Complete all steps from “Approve a Request” section.

Be sure to always sign out when necessary tasks are completed.

6. Click your name and select **Sign Out**.

