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

UT Health
San Antonio

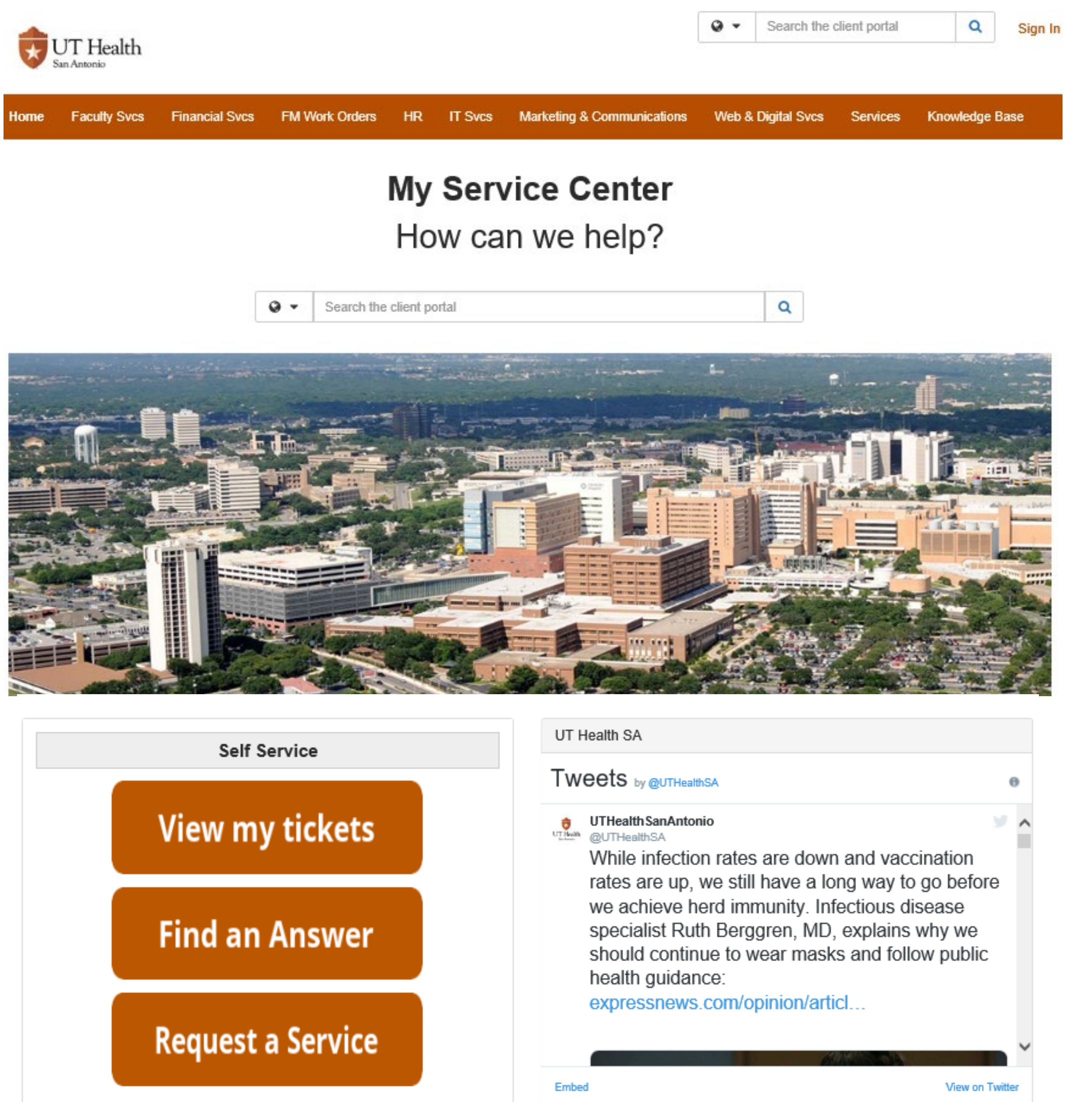
This guide is designed to assist you in submitting a service form to the Business Service Center. If you encounter any issues while logging in, please contact the IMS Service Desk at: 210.567.7777, option 1.

Log into My Service Center

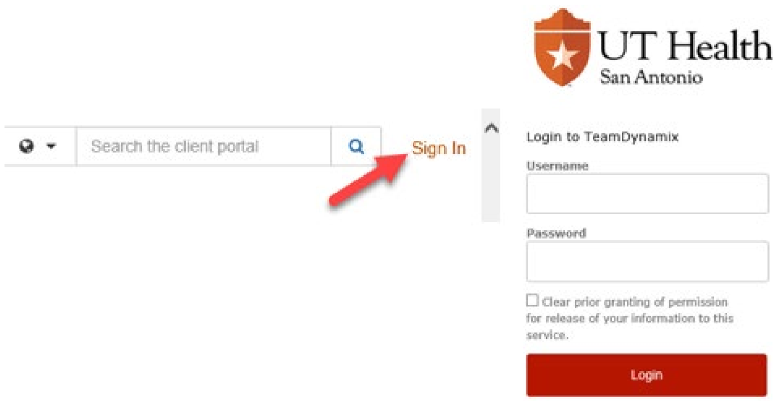
1. My Service Center is a one stop location to request administrative and operational services. Access My Service Center by entering the url in your browser: (https://uthscsa.teamdynamix.com/TDClient/2009/Portal/Home/)

2. Or click on Business Applications from the homepage (https://uthealthsa.sharepoint.com/Pages/Home.aspx); scroll down and click on My Service Center.

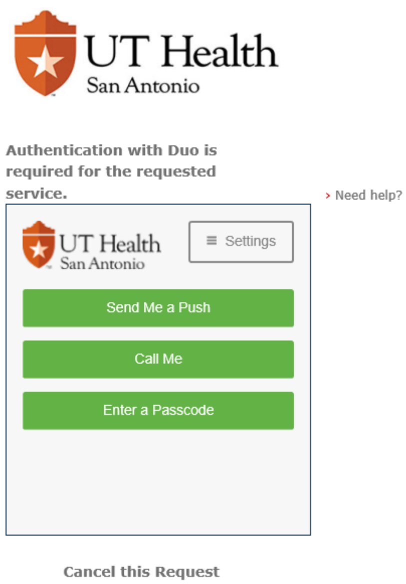
3. The My Service Center splash page will display giving you options to select. The top ribbon will guide you to different tabs. You can also click the **"Request a Service"** button on the bottom of the page.



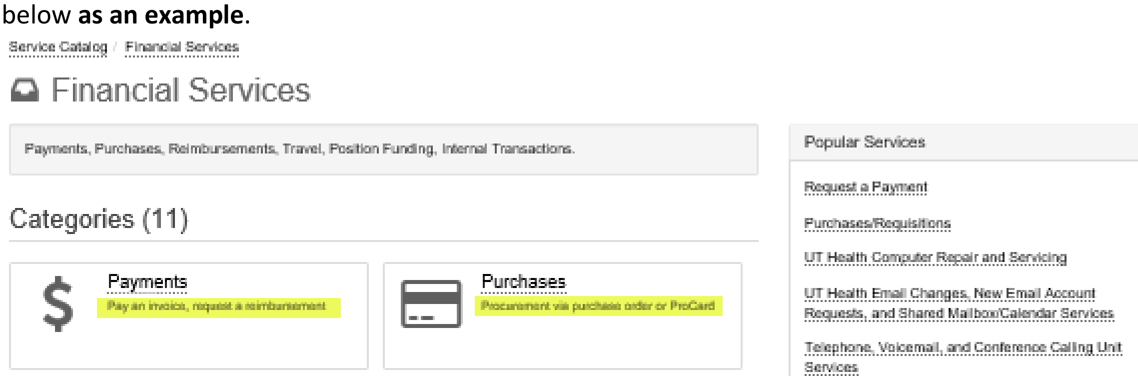
4. From the top right corner, click on ***Sign In***. Log in using your UT Health username and password.
5. Click ***Login.***



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**.



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**

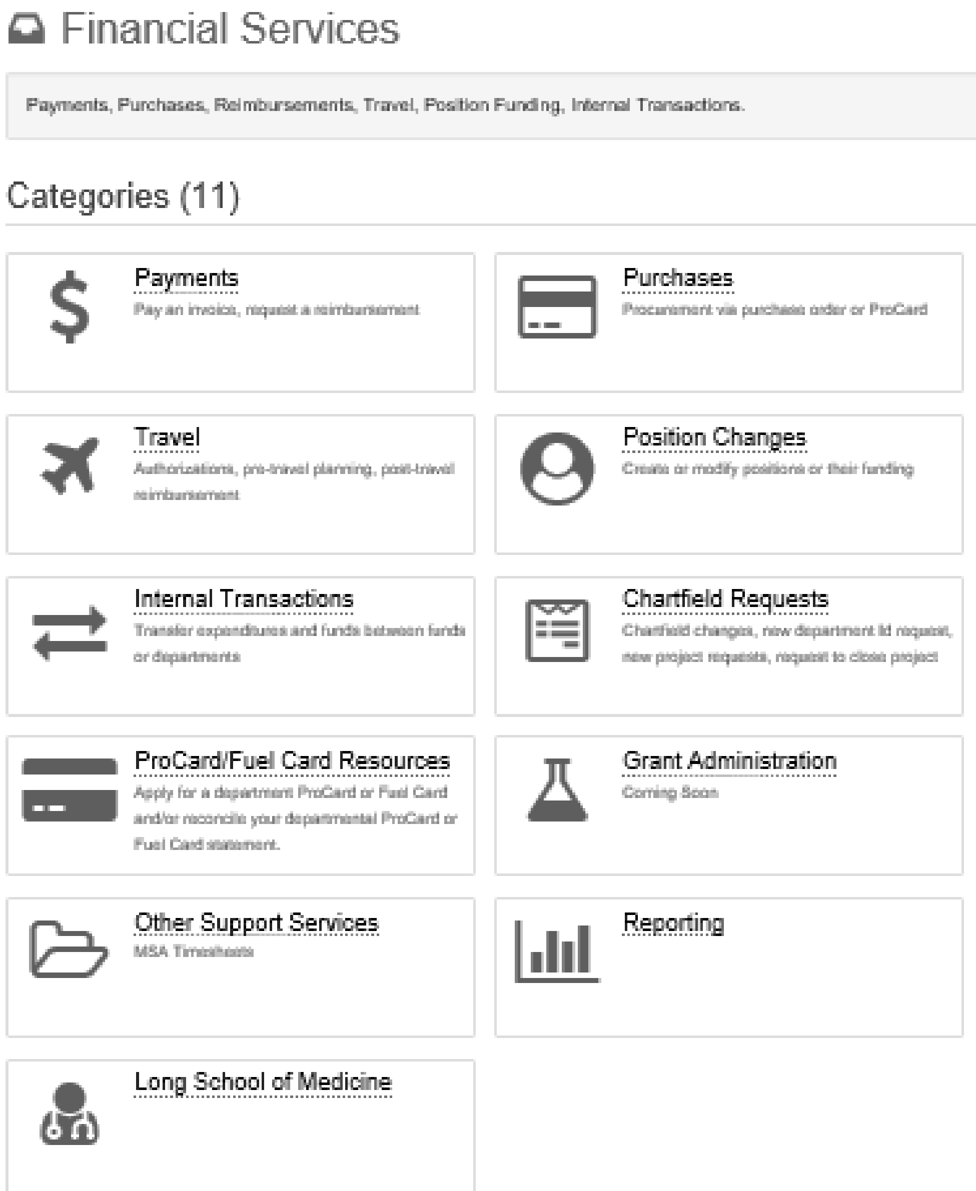
Web & Digital Services

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

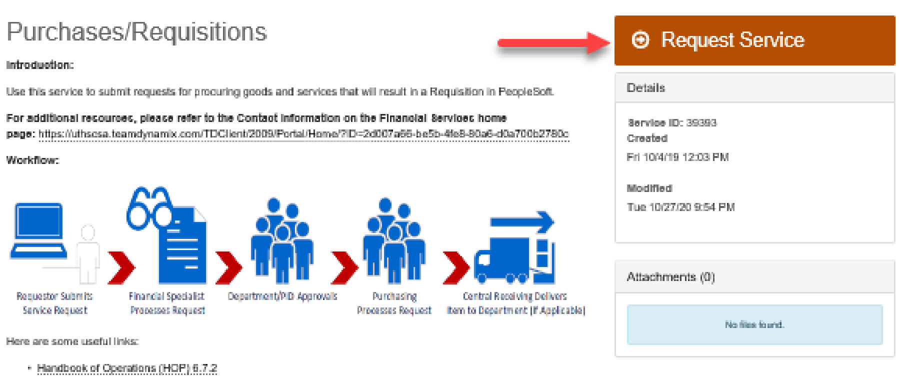
If you are unsure which service form to select, or cannot locate the preferred request, click on the Search field at the top right of the window.

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

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

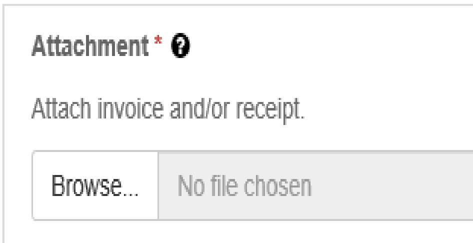


3. Review the detailed description to confirm this is the correct request. Click on ***Request Service.***



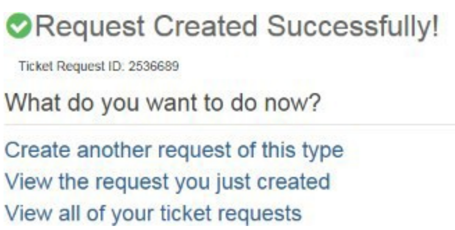
To process all form requests:

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.



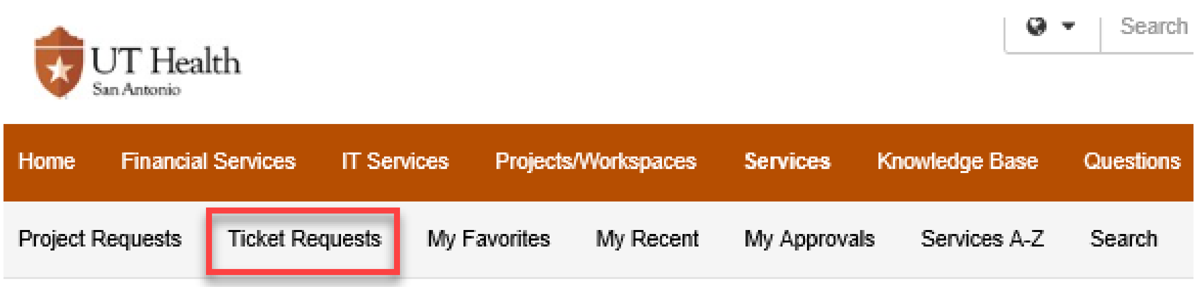
3. Click the Request button at the bottom of the page to submit the request to the Business Service Center.

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.



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.

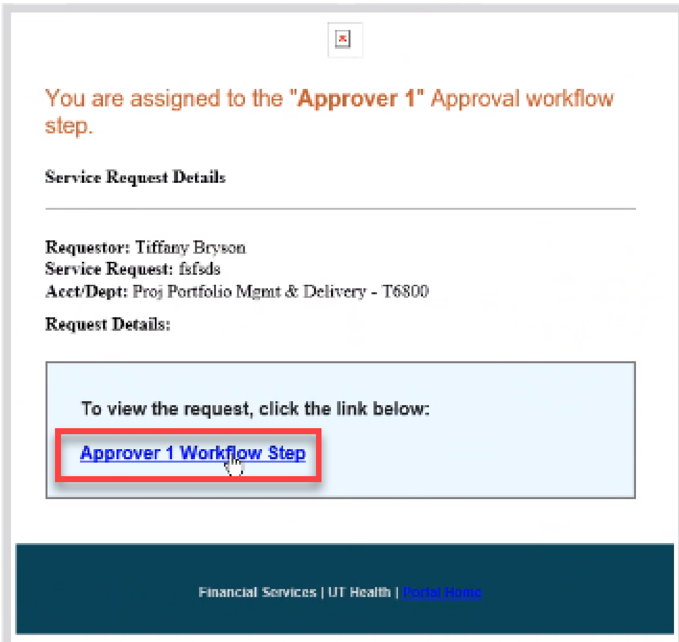
- To search for your requests, click on Ticket Requests from the top ribbon.



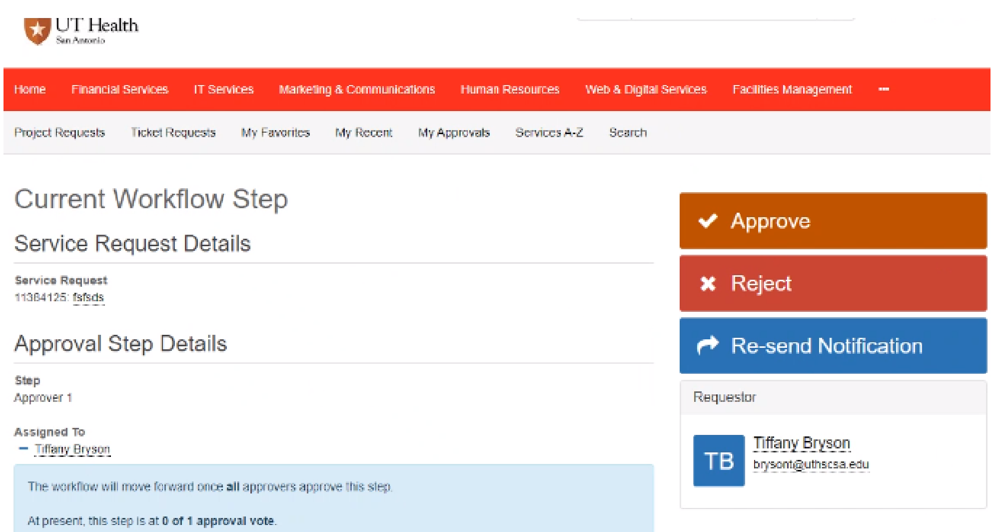
Approve a Request

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

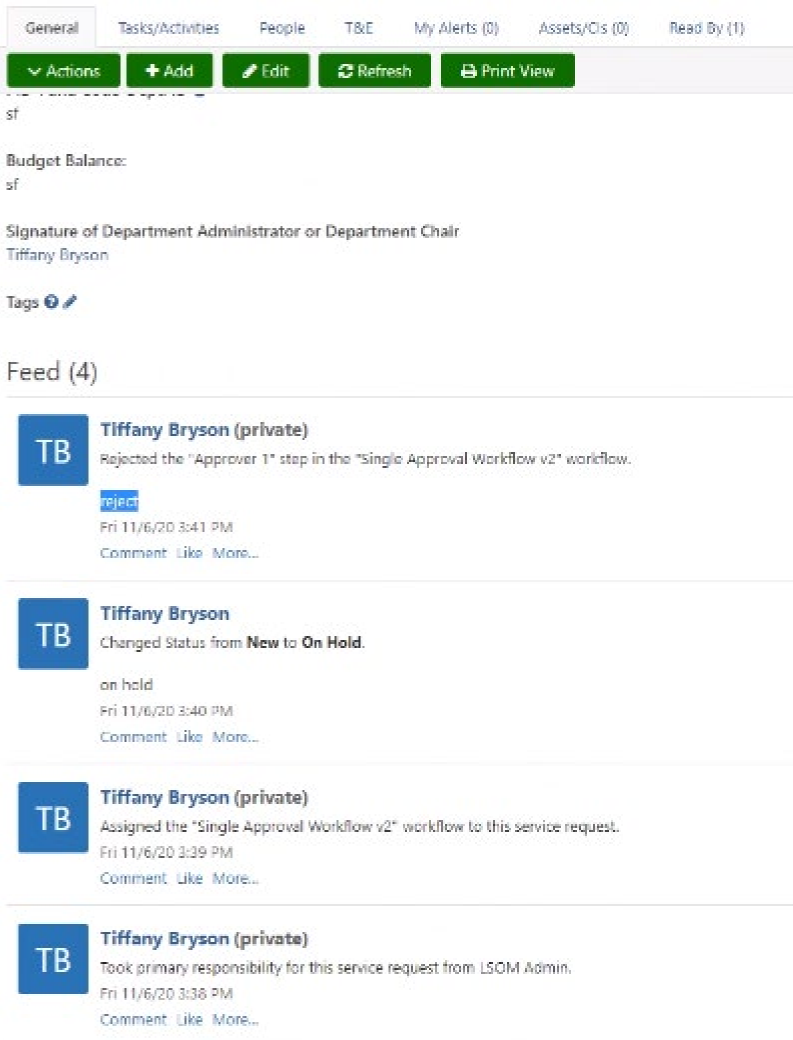
1. Click on the Approver 1 Workflow Step



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.



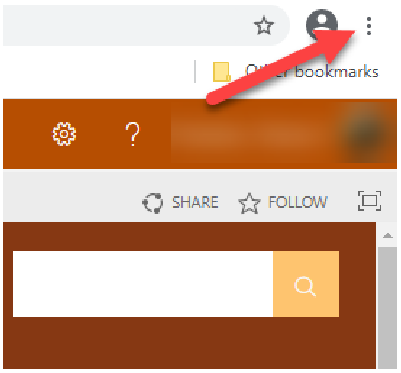
The feed on the bottom of the request will display all the actions that have occurred for this request.



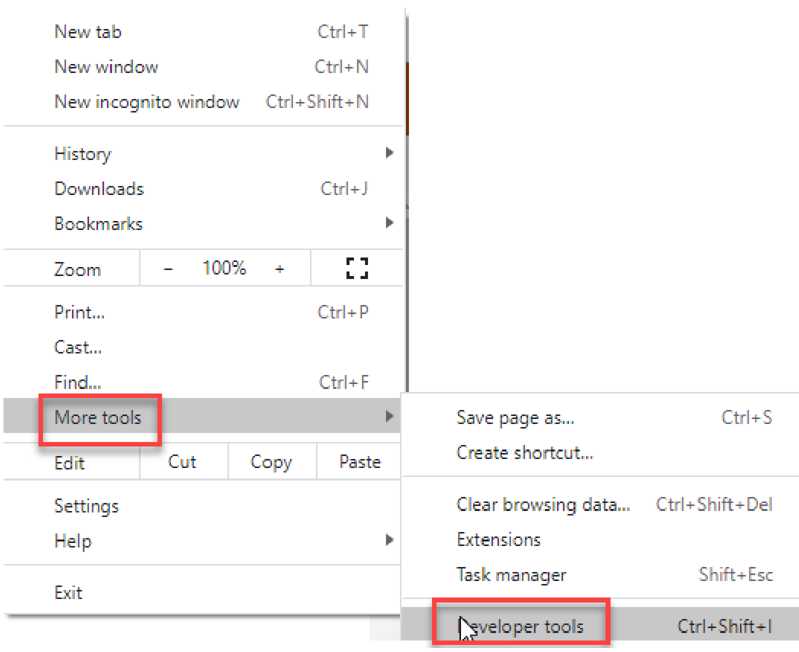
Approve a Request with Mobile Device

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

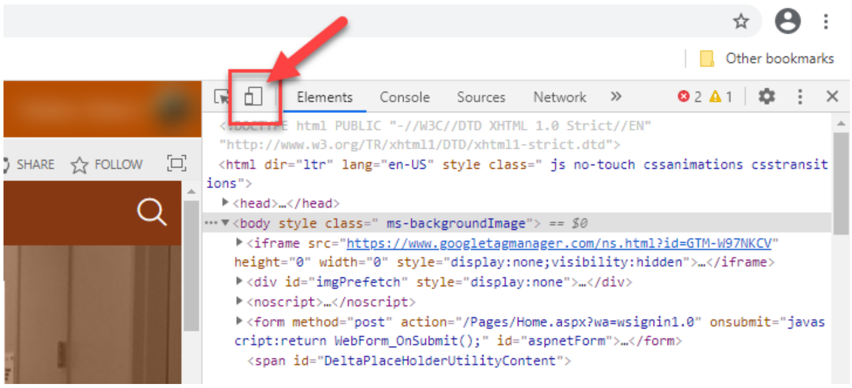
1. Click on the 3 dots in the top right corner.



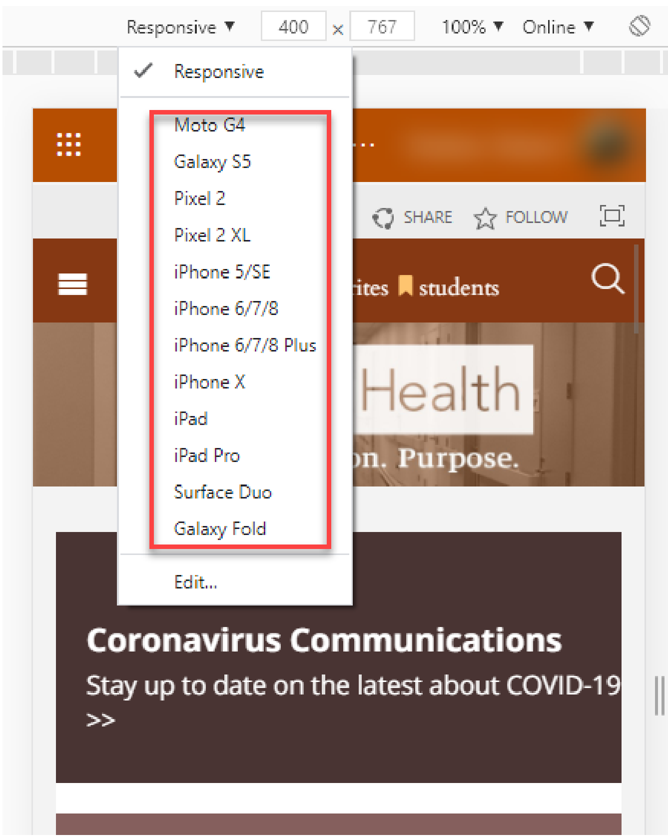
2. Click on More Tools > Developer tools



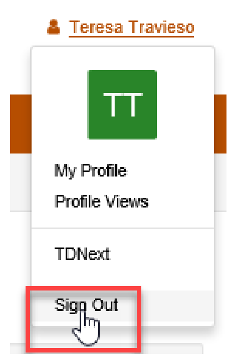
3. Click on the “Toggle device toolbar”icon



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.***