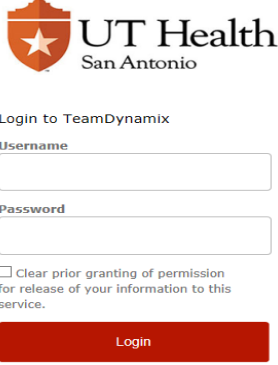
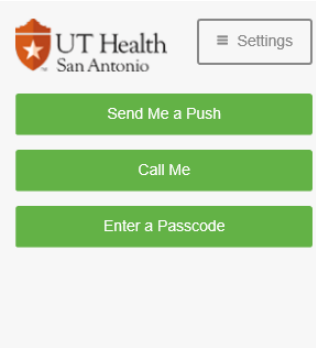

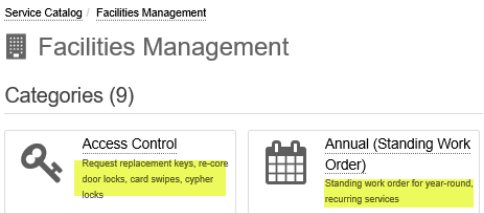

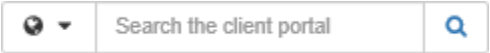
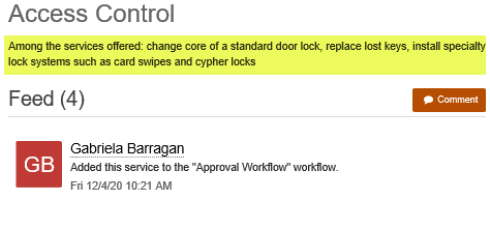
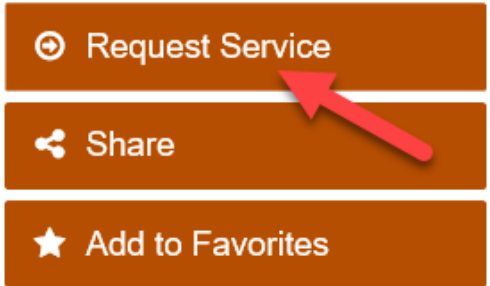
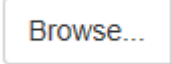

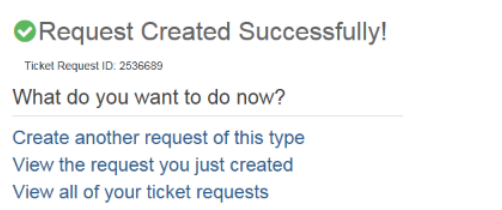
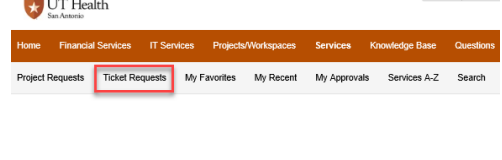

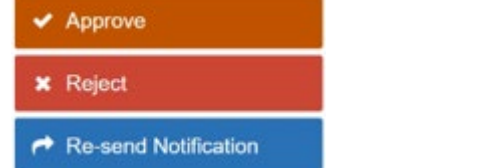
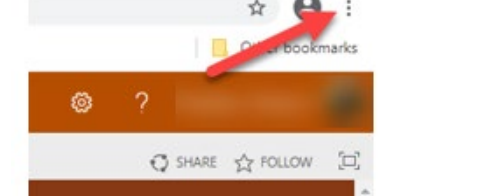
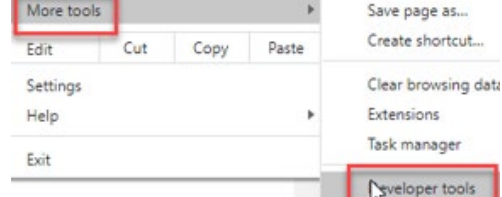
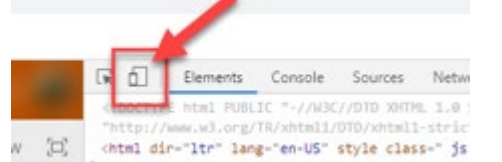
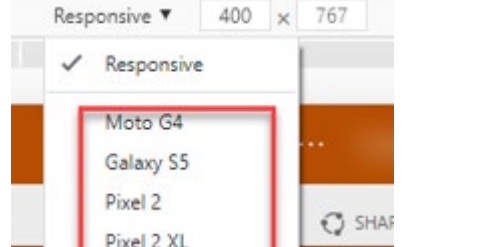
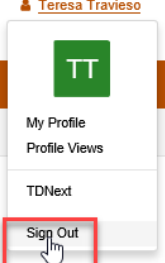


Create a Request in My Service Center

Step	Action	Screenshot
1.	<p>Go to My Service Center using the following url: (https://uthscsa.teamdynamix.com/TDClient/2009/Portal/Home/)</p> <p>Or click on Business Applications from the homepage: https://uthealthsa.sharepoint.com/Pages/Home.aspx scroll down and click on My Service Center.</p>	
2.	<p>Click on Sign In from the top right corner. Log into the application using your UT Heath credentials, click on “Login”</p>	
3.	<p>Two-factor Duo Authentication is required to access My Service Center. Select an option to authenticate your access.</p>	
4.	<p>My Service Center splash page will display giving you sections to select from the top ribbon.</p>	
5.	<p>The Service Catalog will open showing options contained within a tab.</p> <p>Example: Clicking on Facilities Management Services will only display requests that pertain to Facilities Management services.</p>	

Step	Action	Screenshot
6.	Under each service title, you will see a description of that service.	
7.	To view a complete list of services offered within a tab, click the button to the right.	
8.	<p>If you are unsure which service to select, click on the Search field at the top right of the window.</p> <p>Type in a key word in the search field, then click on the search icon.</p>	
9.	<p>A list of results will display, verify the option by reading the short description.</p> <p>Click on the title of the preferred service.</p>	
10.	<p>Review the detailed description to confirm this is the correct request.</p> <p>Click on Request Service.</p>	
11.	Complete all required fields for the request. Information will vary depending on the type of service you are needing.	
12.	To attach any documents, click the Browse button at the bottom and upload your document	
13.	Click the Request button (at the bottom of the page) to submit.	

Step	Action	Screenshot
14.	<p>A confirmation of the request submitted will appear which contains a system generated Ticket Request ID number.</p> <p><i>Document the ID number for future reference.</i></p>	
15.	<p>To search for your requests, click on Ticket Requests from the top ribbon.</p> <p>Requests you have submitted will display at the bottom of the page.</p>	
16.	<p>If you are approving a request, open the Team Dynamix notification.</p> <p>Click on the Approver workflow step</p>	
17.	<p>Log into Team Dynamix and select the appropriate option for the request.</p>	
18.	<p>Use Google Chrome as your browser to approve using a mobile device.</p> <p>Click on the 3 dots in the top right corner.</p>	
19.	<p>Click on More Tools.</p> <p>Click on Developer Tools.</p>	
20.	<p>Click on Toggle Device toolbar icon.</p>	
21.	<p>Click the Responsive drop down arrow to select your phone type.</p>	
22.	<p>Complete all approval steps beginning with Step 16.</p>	

Step	Action	Screenshot
23.	<p>Be sure to always sign out of the application when you have completed necessary tasks.</p> <p>Click your name and select Sign Out from the drop down options.</p>	 <p>The screenshot shows a user profile dropdown menu for Teresa Travieso. The menu is open, displaying several options: "My Profile", "Profile Views", "TDNext", and "Sign Out". The "Sign Out" option is highlighted with a red rectangular box, and a mouse cursor is positioned over it, indicating the action to be performed.</p>