



# TeamDynamix

## (TDX) END USER QUICK START GUIDE

### SUBMITTING A TICKET IN TDX

1. Visit **support.ncat.edu**.
2. Click **Sign In** in the top right corner and log in with your OnelD credentials if you are not logged in automatically.
3. On the homepage, select **Submit a Ticket**.
4. Choose the category that best matches your request.
5. Select the service you need and click **Request Service**.
  - o Note: Some categories have more specific services available. In those cases, click the specific service request option instead.
6. Complete the **Ticketing Details** form. Include any helpful details or attachments.
7. After completing all applicable sections, click **Submit**.
8. You will receive an on-screen confirmation and an email confirmation that your ticket was created successfully. A ticket number will be provided for future reference.

### VIEWING EXISTING TICKETS IN TDX

1. Visit **support.ncat.edu**.
2. Click **Sign In** in the top right corner and log in with your OnelD credentials.
3. On the homepage, select **View My Tickets**.
4. Review the list of tickets you have created or tickets where you are listed as a contact.
5. If needed, use the search feature to find tickets by entering specific details.
6. Click the **Title** of a ticket to open and review it.
7. View the ticket details, including status changes and comments.
8. If needed, you can:
  - o Withdraw your request
  - o Add attachments
  - o Add alerts for your ticket
  - o Add additional details by clicking **Comments**.
9. Click **Home** to return to the homepage.

### ACCESSING THE SERVICE CATALOG IN TDX

1. Visit **support.ncat.edu**.
2. Click **Sign In** in the top right corner and log in with your OnelD credentials.
3. On the homepage, select **Browse Services** or **Services**.
4. Choose the category that best matches the service you need.
5. To submit a service request:
  - o Select the service you need and click **Request Service**, or
  - o If more specific services are listed, click the specific service request option.
6. Complete the **Ticketing Details** form, including any helpful details or attachments.
7. After completing all applicable sections, click **Submit**.
8. You will receive an on-screen confirmation and an email confirmation that your ticket was created successfully.
  - o A ticket number will be provided for future reference.