

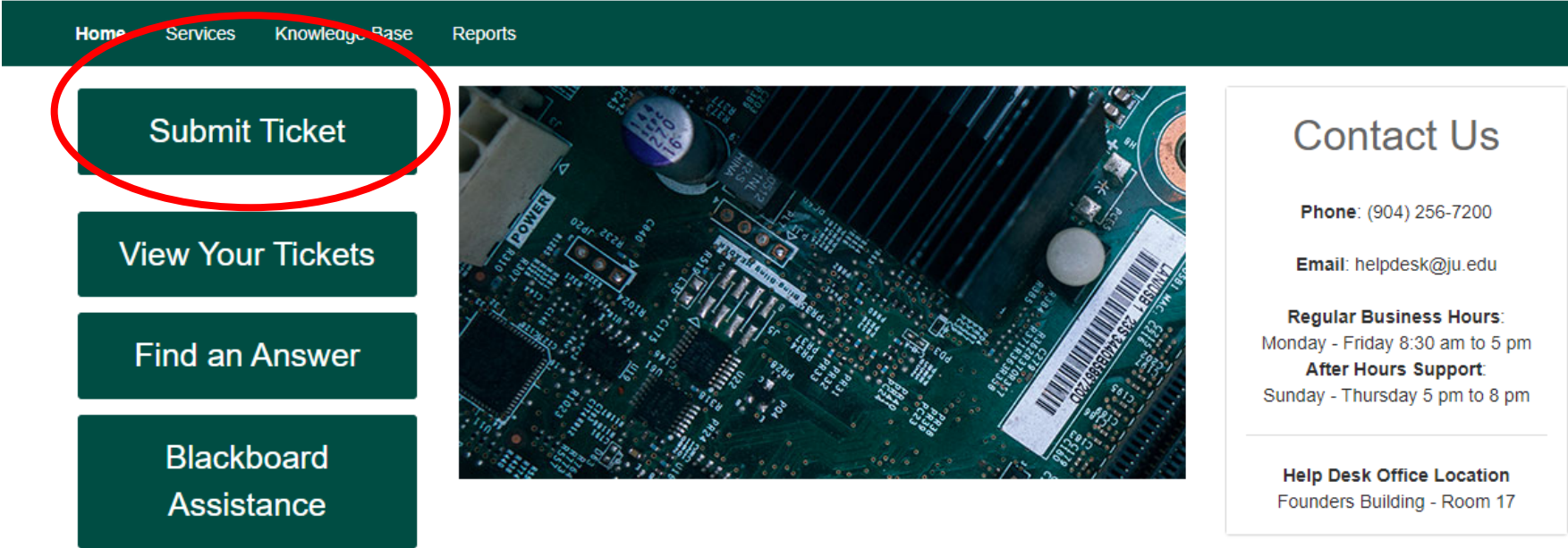
HOW TO:

**ACCESS AND SUBMIT A TICKET IN
TEAM DYNAMIX**

1. Use this link to take you to the TeamDynamix page to submit a ticket: [TeamDynamix](#)

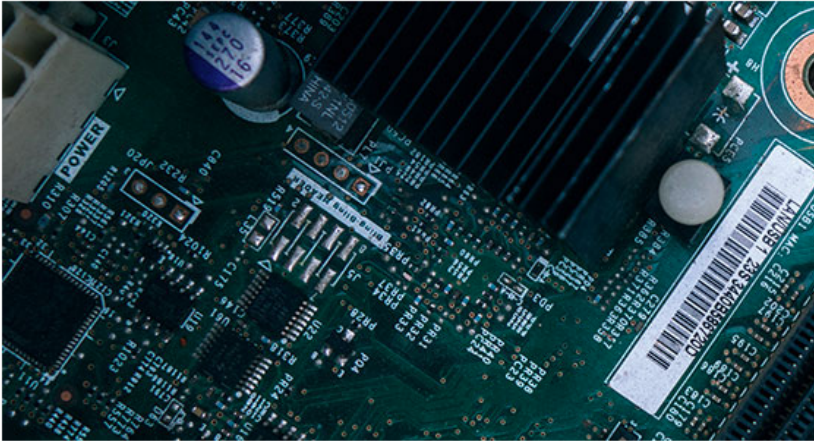
2. To submit a ticket, select the button on the left that says 'submit ticket'.

 Peter Parker



Home Services Knowledge Base Reports

- Submit Ticket
- View Your Tickets
- Find an Answer
- Blackboard Assistance



Contact Us

Phone: (904) 256-7200

Email: helpdesk@ju.edu

Regular Business Hours:
Monday - Friday 8:30 am to 5 pm

After Hours Support:
Sunday - Thursday 5 pm to 8 pm

Help Desk Office Location
Founders Building - Room 17

Service Request


Requestor *   

Acct/Dept *   







Alternate or Mobile Phone

Location   


Subject * 



Description 

Format - Font - Size - **A** - **B** *I* U ~~S~~ x₂ x² | *I*_x

Impact 

Attachment 

Secondary Contact   

Submit

3. Proceed to fill out the necessary information in the provided form, including any attachments if needed.

4. When completed, press 'submit'

5. To view your previously made requests/tickets, select 'view your tickets'



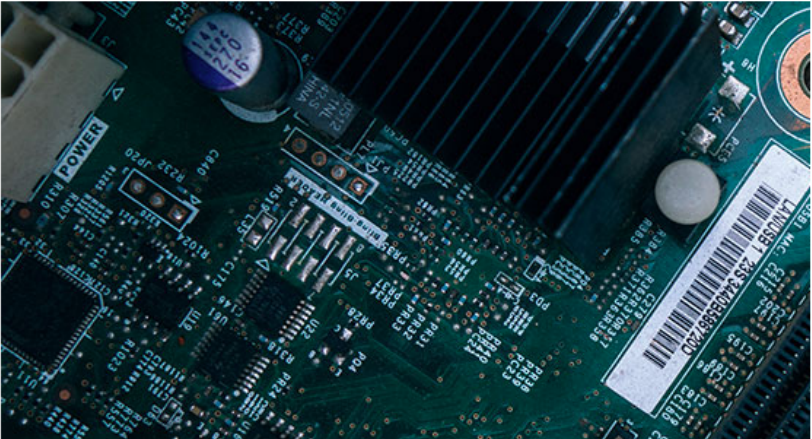
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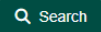


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Ticket Requests (43)

 Search  To Excel  Print

Search	<input type="text"/>	ID	<input type="text"/>
Status Class	<input type="text" value="New, In Process, On Hold"/>	Acct/Dept	<input type="text" value="Start typing..."/>  
Reviewer	<input type="text" value="Start typing..."/>  	Service(s)	<input type="text" value="Start typing..."/>  
Due Date	<input type="text" value="from"/> <input type="text" value="to"/>	Service Offering(s)	<input type="text" value="Start typing..."/>  
<input checked="" type="checkbox"/> Include requests that I am listed as a contact on		Created	<input type="text" value="from"/> <input type="text" value="to"/>
<input type="checkbox"/> Include requests from my accounts / departments			

6. You will then be requested to fill out information in order to find the ticket you are looking for.

The ID is the number that is listed alongside your created ticket request. It should be a 7-digit number.

7. The request matching that ID will show up at the top and you will be able to check the status of the request.