TeamDynamix Quick User Guide

Submitting a Ticket

1. Login to the Reynolds TeamDynamix portal by opening your Internet browser and navigating to https://help.vccs.edu/TDClient/3023/PortalJSRCC/Home/.
2. When prompted, enter your MyReynolds username, password, and authentication code.
3. On the main dashboard, click the department you wish to submit a ticket for – Department of Technology (DOT) or Institutional Research (IR).
4. Click **Submit a DOT Ticket** or **Submit an IR Ticket**.

5. Choose the appropriate service category that your issue falls under.
6. Choose the appropriate service.
7. Click the **Request service** button.
8. Enter all the necessary details into the ticket. You can optionally add attachments to your ticket to include files such as images, documents, etc. that are relevant to your issue.
9. Click **Submit** to generate a ticket number. You will receive an email from TeamDynamix about your ticket.

Updating a Ticket

1. On the main dashboard, click **Services > Ticket Requests**.
2. Click the **Search** button. A list of all your currently open tickets should be visible.

   Note: If you don't see your ticket number listed, then it may already be closed. Refine your search by including Closed and Resolved tickets, then click the **Search** button again.

3. To update a specific ticket with new information, click the ticket title that is next to the ticket number.
4. After the ticket is opened, click the **Update** button. You can enter any additional comments and images.
5. Click **Save** to update your ticket. TeamDynamix will email you each time your ticket has updated.

Closing an Open Ticket

1. On the main dashboard, click **Services > Ticket Requests**.
2. Click the **Search** button. A list of all your currently open tickets should be visible.
3. To close a specific ticket, click the ticket title that is next to the ticket number.
4. After the ticket is opened, click the **Update** button.
5. In the New Status drop-down menu, click **Closed**. It is recommended that you enter a comment as to why you are closing the ticket so that the assigned technician is aware.
6. Click **Save** to close the ticket. TeamDynamix will email you a final time about your ticket unless it is reopened.

List of Available Service Categories in the Reynolds TeamDynamix Portal

DOT Service Category Name	Examples of Associated Applications/Services
Admin and Business	AIS, Document Management Service (ImageNow), eVA, SIS
Communication and Collaboration	Cisco Jabber, Microsoft 365 (including SharePoint and Teams)
Desktop and Mobile Computing	Issues with computer equipment such as keyboards, mice, and monitors
Information Security	Email d-list access, Network drive mapping, Password resets (MyReynolds, LAN/email)
Infrastructure	Data backup and restoration, Virus/malware remediation
IT Professional Services	Change management requests for DOT policies and operating procedures
Teaching and Learning	Canvas, Go2Reynolds, Zoom

IR Service Category Name	Examples of Associated Applications/Services
Dashboards	CCWA Enrollment, College-Wide Student Performance
Excel Plug-In	Reports to be generated with the Excel Plug-in software
External Reporting	Reports using external-use data sets such as FOIA and SCHEV
Software Application Support	Error resolution for software purchased by the VCCS or Reynolds
Survey	User surveys generated through specialized applications such as Qualtrics Base XM or Qualtrics 360