How to access the new Request for Programming Services (formerly Request Tracking)

Go to the following link:

https://td.wku.edu/TDClient/

You will login with your netid and password, click Sign In
Your main menu should look something like the below pictures depending on if you use TD and have already customized your screen.

Picture 1 – never customized

Welcome to your TeamDynamix Desktop.

TeamDynamix client desktops give you the ability to create dashboards of useful information that help you find work requests you have submitted, and collaborate with others.

To get started creating your desktop, click here.

Picture 2 – customized screen

Click on “Services”, this will take you to the Service Catalog.
Your services catalog will look similar to this, click on Enterprise Applications and Programming.

You will see currently 2 services, click on Request Programming Services.
Click on Request Service

The first time through you can click “Add to Favorites” if you like, other instructions to follow if you want to add this to your homepage.

The page will open and look similar to this.

Note: We are trying to get the form to default with the help collapsed. If it appears (yellow boxes) and you want to collapse the help click on the ( Collapse Help). The yellow boxes are help boxes on what information should be filled in for users who do not submit regularly.
Below is the entire request form that looks very similar to the old request tracking form. Fill out the information needed and click request.
When you submit you should receive the following page.

Request Created Successfully!

What do you want to do now?

- Create another request of this type
- View the request you just created
- View all of your ticket requests

You will automatically receive an email when your ticket has been submitted. It will have a subject of WKU IT Division – Ticket Created (Request Programming Services)

The email will contain your Ticket ID and the details of what you submitted. (See example below)

### Details
Brandi Fowler created this ticket on Mon 10/12/15 1:00 PM Central Daylight Time.

### Ticket Created
- **Requestor:** Brandi Fowler
- **Department:** Enterprise Applications & Programming
- **Ticket ID:** 93788
- **Type:** Request Programming Services
- **Description:** Testing TD request tracking ticket for training purposes.
- **Created By:** Brandi Fowler
- **Date Created:** Mon 10/12/15 1:00 PM Central Daylight Time
- **Status:** New
- **Business Purpose:** Test ticket for training.
- **Preferred Phone Number:** 745-5722
- **Programming Output:** PDF File
- **Report Name:** STU__listing.rpt

### WKU IT Division Links
- IT Helpdesk Web Site: [http://www.wku.edu/it/helpdesk/](http://www.wku.edu/it/helpdesk/)
- Knowledge Base: [http://td.wku.edu/TDClient/Login.aspx](http://td.wku.edu/TDClient/Login.aspx)
- Live Chat Support: [http://www.wku.edu/it/chaq/](http://www.wku.edu/it/chaq/)
- Service Catalog: [http://td.wku.edu/TDClient/Login.aspx](http://td.wku.edu/TDClient/Login.aspx)
- Video Tutorials: [http://www.wku.edu/it/ videotutorials/](http://www.wku.edu/it/ videotutorials/)

For additional assistance, please contact the WKU IT Helpdesk at **270-745-7000**.

**IT Helpdesk Operating Hours:** In Central Time (CT), 7:00 am - 8:00 pm Monday thru Friday; 11:30 am - 8:00 pm Saturday and Sunday
NOTE: Twenty-four hours after your ticket is closed you will receive a survey email from the helpdesk. We understand that this is not ideal but we cannot currently change this functionality. You are not required to take the survey. Just know that you will receive one.

**Customize Your Home Page**

Once you are logged into TD (Team Dynamics). Click on Home within TD if you are on another tab.

Click on Edit Content
If you clicked “Add to Favorites” in the above steps, click on Services, drag and drop the “My Favorite Services” onto the desktop into your preferred column. You can also do the same under Tickets to show “My Submitted Tickets” on your homepage.

Once you’ve dragged your content onto the page it will look something like this. Click SAVE.
Click back on the Home Tab to see your new homepage. You now can go straight to the request and see your submitted jobs.
Search for Existing Tickets

Click on “Services”, Click on “Ticket Requests”, you can use this form to search previous tickets that you have submitted.

NOTE: Status Class defaults to Open Tickets, if you are looking for something that has been completed you will need to change this selection. See below you can select all or choose completed.