

# Help Desk tickets

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This article reviews how to **submit**, and **update**, a **ticket** with LITS anytime you need technology help!

## See also:

- [LITS's Device Support Cycle](#)
- [Get started at Bryn Mawr](#)

## Ticketing: what and why

**Note:** TeamDynamix (TD) is the Help Desk's ticketing system where all technology-related questions, issues, and requests are routed and addressed.

When you [submit a ticket](#), it is reviewed and addressed by the **Help Desk** or routed to the applicable team within LITS. This ensures it gets to the correct place, with accurate information, in a timely manner. Some of those teams include:

- [Client Engagement and Planning](#) (CEP)
  - Computer replacements and consultations
  - Software and hardware repair
- [Educational and Scholarly Technology](#) (EAST)
  - How to effectively use technology for teaching and learning
  - Moodle support
- [Enterprise Data, Systems, and Interfaces](#)
  - Administrative Information Systems (AIS)
  - Infrastructure and Systems (Systems)
  - Web Services (Web)
  - Account permissions
  - Voicemail assignment and troubleshooting

## Why use tickets?

Tickets allow LITS to:

- **Reassign**...if the assigned technician is unavailable
- **Escalate**...if the request is work-stopping or urgent
- **Reference**...if an issue recurs
- **Track**...in case others are affected by the same issue
- **Coordinate**...if the request requires work from another team
- **Respond**...rapidly as our support personnel can monitor specific queues

## Submitting a ticket

**Warning: Never contact technicians directly;** always submit a ticket! Our technicians are actively monitoring the ticket queue to ensure your request is routed to the correct group, with accurate information, in a timely manner.

Contact the Help Desk using one of the following methods:

- Email [help@brynmawr.edu](mailto:help@brynmawr.edu)
- Call [610-526-7440](tel:610-526-7440)
- Visit the Help Desk in-person on the **1st floor of Canaday Library**
- Fill out a service request form on the [Service Catalog](#)

## Viewing ticket updates

You can find ticket updates in two places:

1. In your email, from [notify@teamdynamixapp.com](mailto:notify@teamdynamixapp.com), like the image below:

What Changed
[Technician] updated this incident on [Date & Time] Eastern Daylight Time.
Comments: [Message details]

Incident Updated
<b>Acct/Dept</b> Library & Information Technology Services (LITS)
<b>ID</b> [Ticket ID]
<b>Type</b> [Original ticket information]
<b>Title</b> [Original ticket information]
<b>Notified</b> [Who receives this email]
<b>Description</b> [Original ticket information]
<b>Created By</b> [Original ticket information]
<b>Date Created</b> [Date & Time]
<b>Requestor</b> [Your name]
<b>Responsibility</b> [Assigned Technician]
<b>Responsible Group</b> [Assigned Group]
<b>Priority</b> Medium
<b>Status</b> [In Process, On Hold, or Closed]
<b>TDNext Tickets</b> [URL]
<b>TDMobile</b> [URL]
<b>TDClient</b> [URL]

To comment on this item, reply to this email.

----TEAMDYNAMIX DO NOT ALTER OR REMOVE THIS CODE----  
 [Unique code]  
 ----TEAMDYNAMIX DO NOT ALTER OR REMOVE THIS CODE----

2. The [Ticket Requests section](#) of the [Service Catalog](#)

# Updating a ticket

**Note:** Why does it look like my reply is going to "TD Replies"? Do I need to CC the technician I've been working with?

To update a ticket, **reply to the TeamDynamix email** from [notify@teamdynamixapp.com](mailto:notify@teamdynamixapp.com) -- an example is in [Viewing ticket updates](#) above.

Please do not CC or directly email the assigned technician.

## Questions?

If you have any additional questions or problems, don't hesitate to reach out to the **Help Desk!**

**Phone:** 610-526-7440 | [Library and Help Desk hours](#)

**Email:** [help@brynmawr.edu](mailto:help@brynmawr.edu) | [Service catalog](#)

**Location:** Canaday Library 1st floor

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