

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
- 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, like the image below:

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

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

Location: Canaday Library 1st floor