IT Client Portal

A&M-Commerce
I.T.

What we'll cover:

1. Announcments and Resources
2. Knowledge Articles
3. Ticket Status
4. Future Developments

How to Get There

TD.Tamuc.edu

Announcements and Resources

Stay current with security tips, system status and maintenance announcements, resources, and recommended articles.

Knowledge Articles

Extensive and ever growing list of how-to documents

Our team continues to create and review helpful articles on all your campus technology needs.

Check Ticket Status

Login with your university credentials to see your open tickets and view your ticket history.

a. Click the "View Your Tickets" button on the main portal page. (If you are not already logged in, you will be prompted to enter your username and password, which is your Active Directory credentials.)

b. By default, this should show tickets with "New," "In Process," or "On Hold Status."

c. You can view past tickets by changing the "status class with the drop down" and then clicking "search."

Ticket Lifecycle

CONTACT CITE — 1

HELPDESK — 2

IT TEAM — 3

REVIEW — 4

IT ACKNOWLEDGES — 5

IT RESOLVES — 6

CONFIRMATION — 7

TICKET CLOSED — 8

Ticket Lifecycle

CONTACT CITE

Clients Contact Either By Phone Or Email To Submit A Ticket

1

HELPDESK

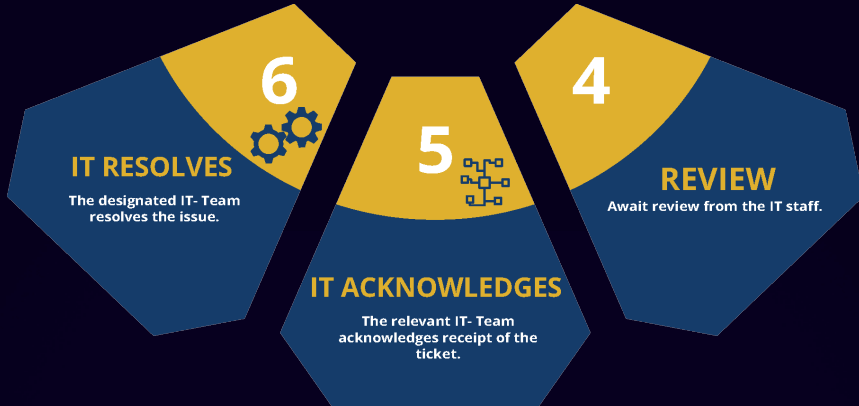The helpdesk team addresses their concerns and gathers necessary details from them.

2

IT TEAM

The helpdesk assigns the ticket to the appropriate IT team responsible for handling the specific issue or service.

3

Ticket Lifecycle

6

IT RESOLVES
The designated IT- Team resolves the issue.

5

IT ACKNOWLEDGES
The relevant IT- Team acknowledges receipt of the ticket.

4

REVIEW
Await review from the IT staff.

Ticket Lifecycle

TICKET CLOSED

Tickets are closed after three notifications from the IT team.

8

CONFIRMATION

Receive email confirmation upon issue resolution.

7

Future Developments

Service Catalog and new way of submitting tickets.

Forms on the Client Portal

https://td.tamuc.edu/

Additional Instances for other Campus Partners

Project Portfolio

Asset Management

Comments or Suggestions- Email ITBusiness.Relations@tamuc.edu

Beta Tester Feedback

58% of Beta Tester survey respondents found the client portal very or extremely useful.

Most respondents found the "check ticket status" most helpful feature

"I love the ability to check on my tickets. I also like that I have the ability to search for previous tickets. "Did I already send this" or "What was my issue last time" or "this is my 4th ticket about this".