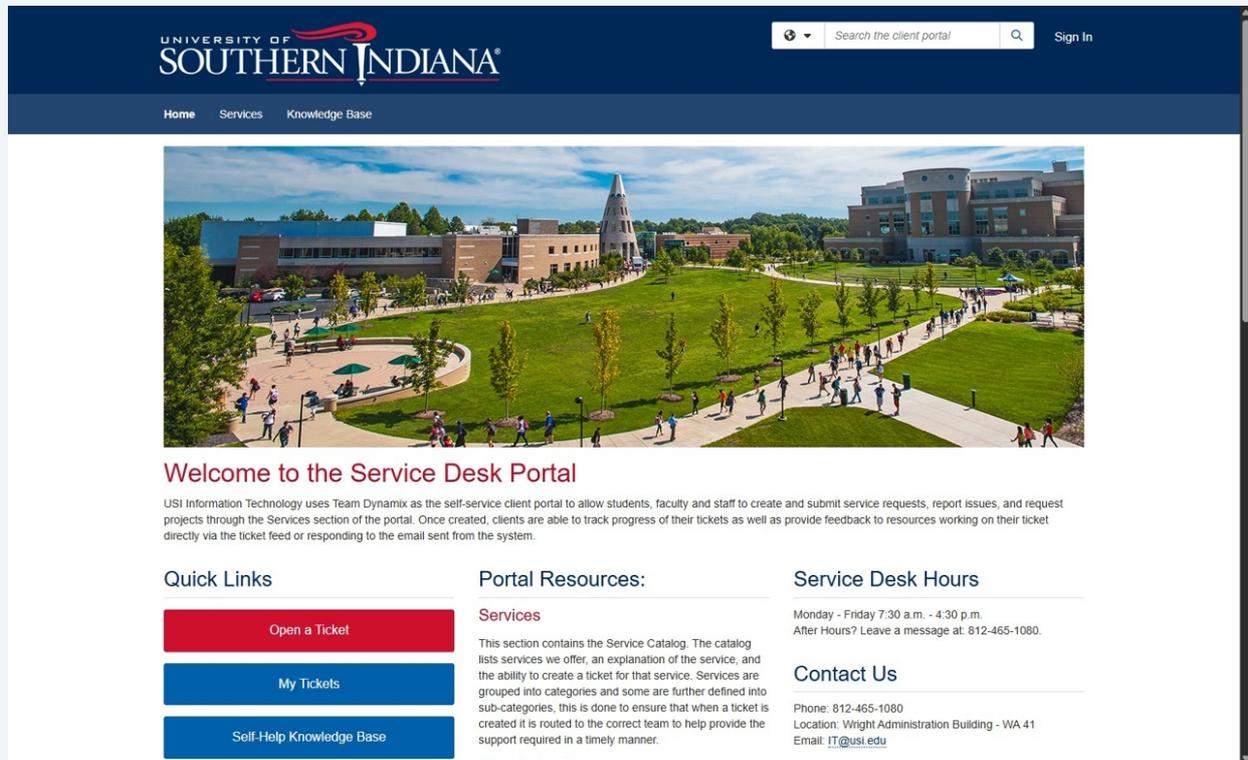


How to Open a Software Ticket

1 Navigate to <https://services.usi.edu/TDClient/315/Portal/Home/>



The screenshot shows the homepage of the University of Southern Indiana's Service Desk Portal. The header features the university's logo, a search bar, and a 'Sign In' link. Below the header is a navigation menu with 'Home', 'Services', and 'Knowledge Base'. The main content area includes a large image of a campus scene, a welcome message, and three columns of quick links and resources.

UNIVERSITY OF SOUTHERN INDIANA

Search the client portal Sign In

Home Services Knowledge Base

Welcome to the Service Desk Portal

USI Information Technology uses Team Dynamix as the self-service client portal to allow students, faculty and staff to create and submit service requests, report issues, and request projects through the Services section of the portal. Once created, clients are able to track progress of their tickets as well as provide feedback to resources working on their ticket directly via the ticket feed or responding to the email sent from the system.

Quick Links

- Open a Ticket
- My Tickets
- Self-Help Knowledge Base

Portal Resources:

Services

This section contains the Service Catalog. The catalog lists services we offer, an explanation of the service, and the ability to create a ticket for that service. Services are grouped into categories and some are further defined into sub-categories, this is done to ensure that when a ticket is created it is routed to the correct team to help provide the support required in a timely manner.

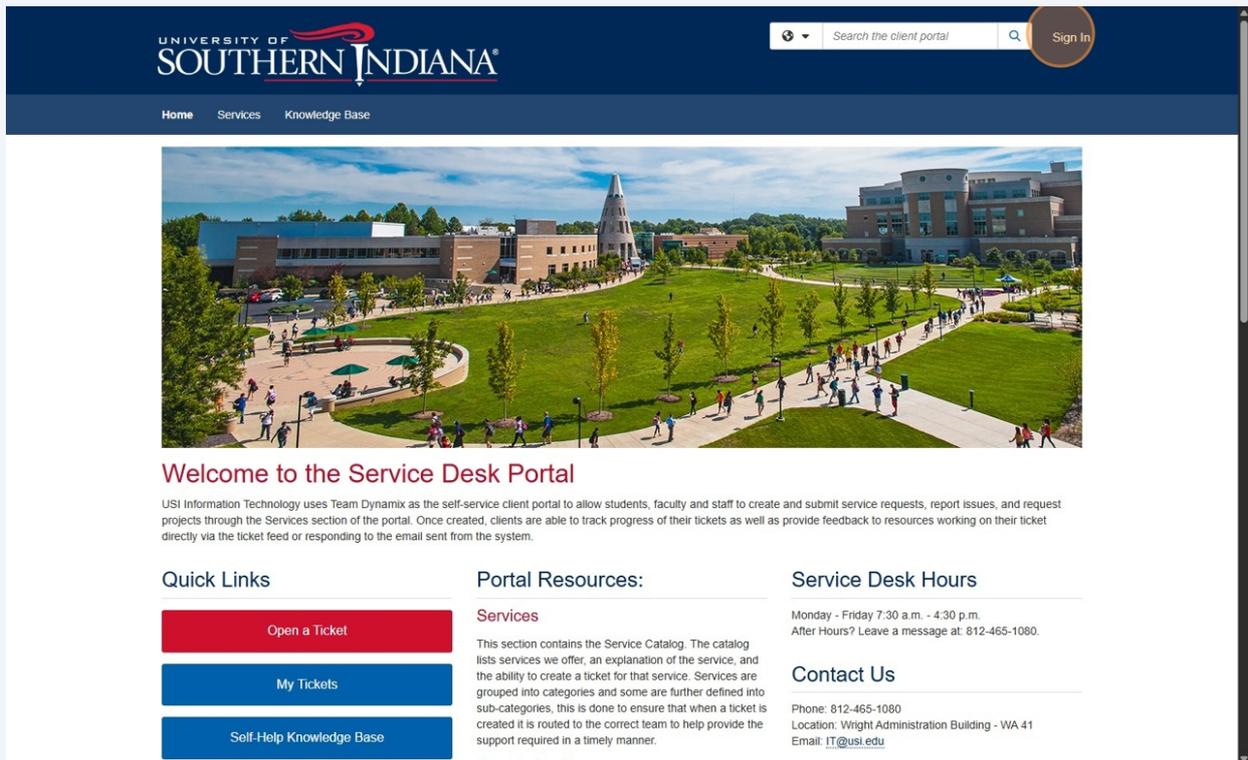
Service Desk Hours

Monday - Friday 7:30 a.m. - 4:30 p.m.
After Hours? Leave a message at: 812-465-1080.

Contact Us

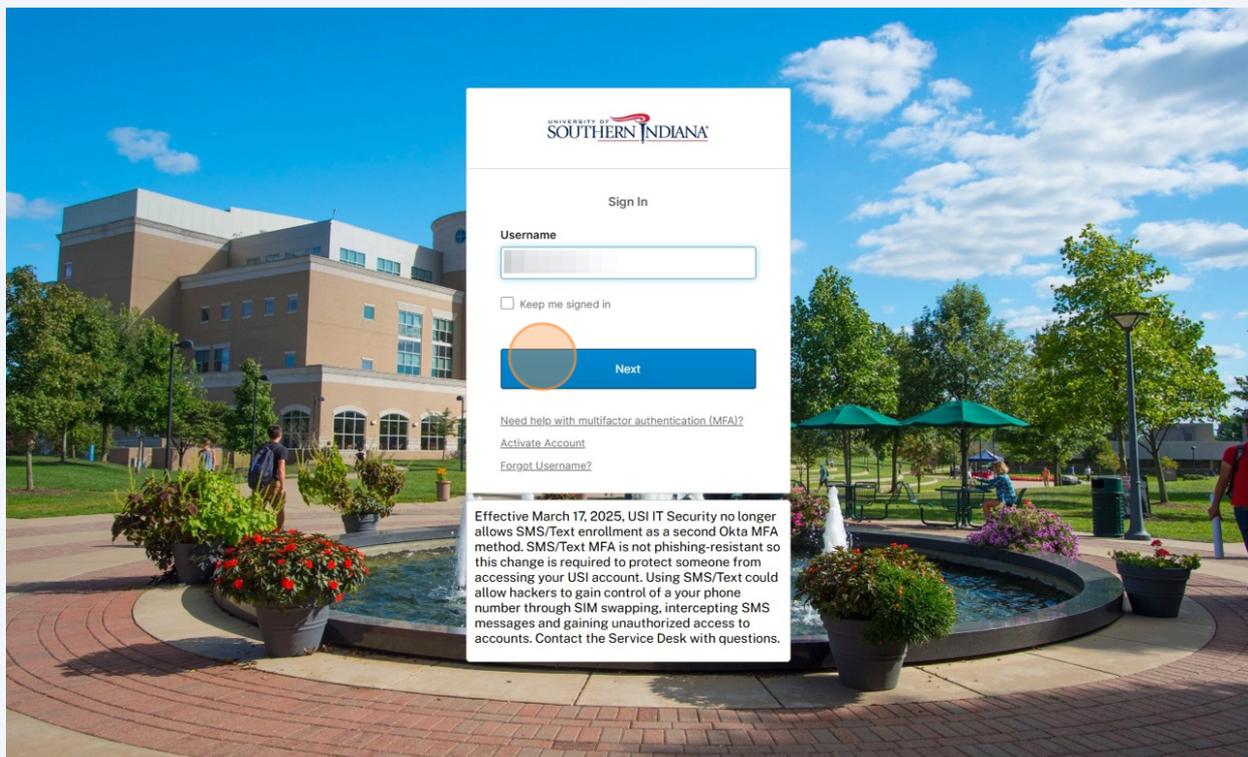
Phone: 812-465-1080
Location: Wright Administration Building - WA 41
Email: IT@usi.edu

2 Click "Sign In"



The screenshot shows the University of Southern Indiana Service Desk Portal. At the top, there is a dark blue header with the university logo on the left, a search bar in the center, and a "Sign In" button on the right. Below the header is a navigation menu with "Home", "Services", and "Knowledge Base". The main content area features a large image of a university campus. Below the image is a "Welcome to the Service Desk Portal" section with a brief description of the portal's purpose. To the left, there are "Quick Links" for "Open a Ticket", "My Tickets", and "Self-Help Knowledge Base". To the right, there are sections for "Portal Resources" (including "Services" and a description of the Service Catalog), "Service Desk Hours" (Monday-Friday 7:30 a.m. - 4:30 p.m.), and "Contact Us" (phone, location, and email).

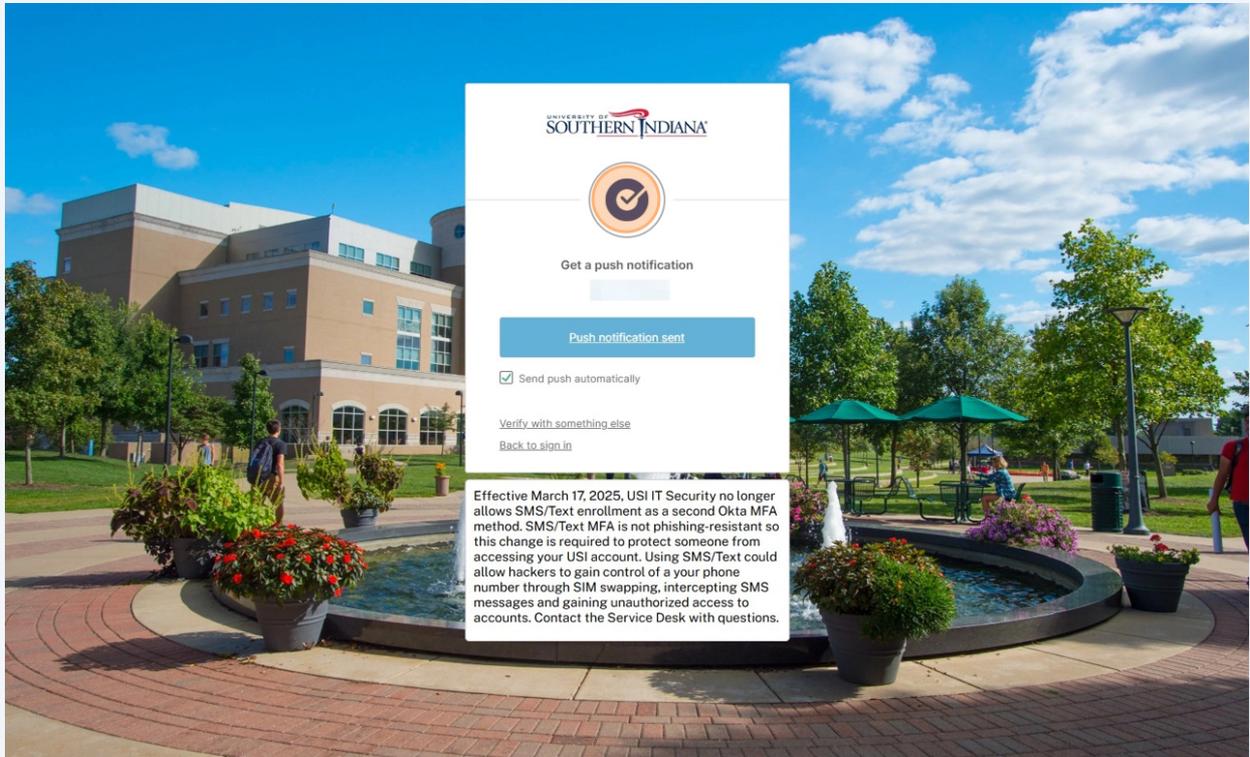
3 Sign-in using USI Okta



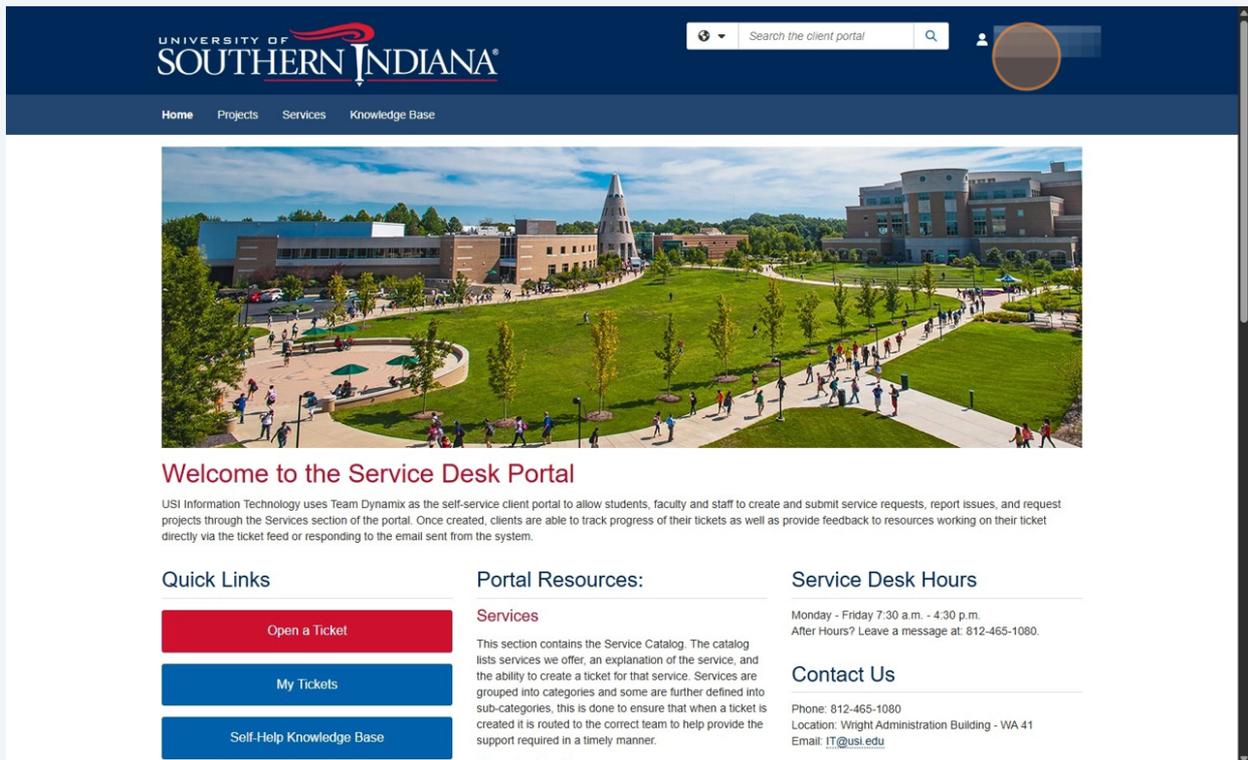
The screenshot shows the USI Okta sign-in page overlaid on a background image of a university campus. The sign-in form includes the University of Southern Indiana logo, a "Sign In" heading, a "Username" input field, a "Keep me signed in" checkbox, and a "Next" button. Below the form are links for "Need help with multifactor authentication (MFA)?", "Activate Account", and "Forgot Username?". A text box at the bottom of the form provides a notice: "Effective March 17, 2025, USI IT Security no longer allows SMS/Text enrollment as a second Okta MFA method. SMS/Text MFA is not phishing-resistant so this change is required to protect someone from accessing your USI account. Using SMS/Text could allow hackers to gain control of a your phone number through SIM swapping, intercepting SMS messages and gaining unauthorized access to accounts. Contact the Service Desk with questions."

4

Respond to the Multi-factor Authentication Prompt

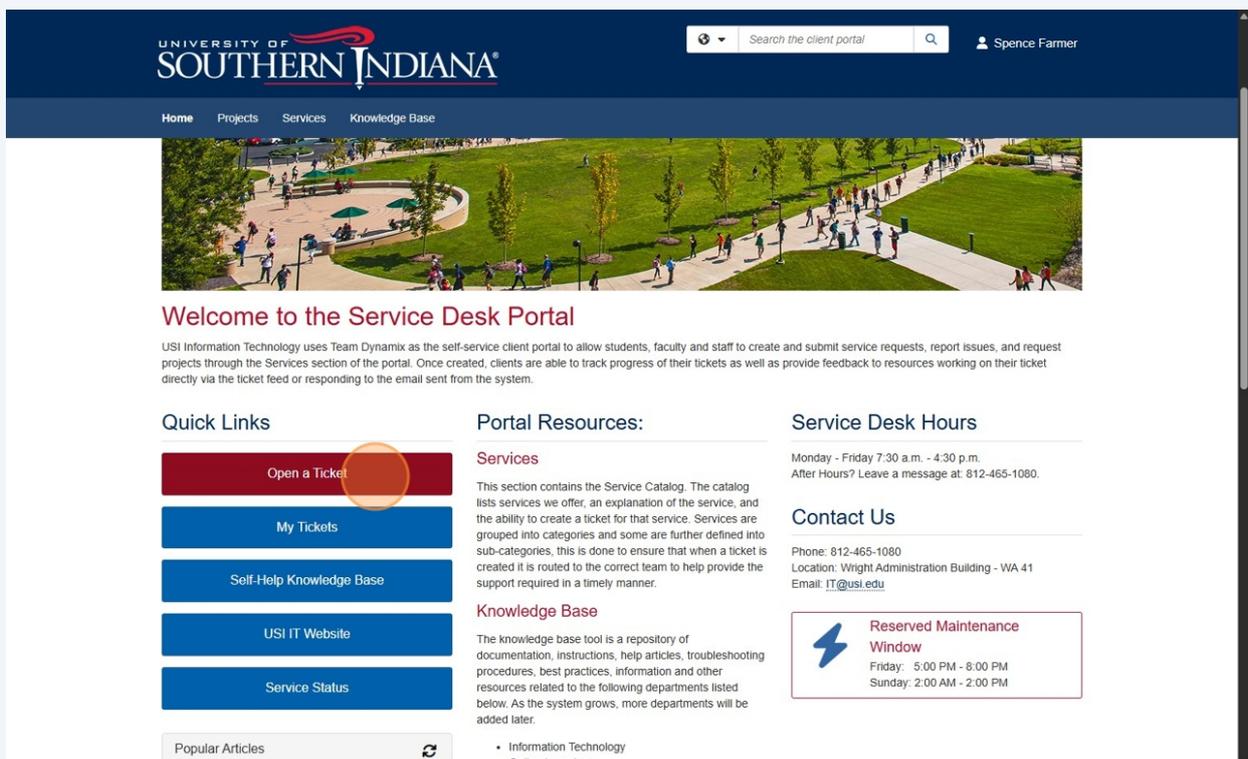


5 You should see your name appear in the upper right of the screen.



The screenshot shows the top navigation bar of the University of Southern Indiana Service Desk Portal. The user's name, "Spence Farmer", is displayed in the top right corner next to a search bar and a profile icon. The main content area features a large banner image of a university campus, followed by a "Welcome to the Service Desk Portal" message. Below the welcome message are three columns of content: "Quick Links" with buttons for "Open a Ticket", "My Tickets", and "Self-Help Knowledge Base"; "Portal Resources" with sections for "Services" and "Knowledge Base"; and "Service Desk Hours" and "Contact Us" information.

6 Click "Open a Ticket"



This screenshot is identical to the previous one, but with a red circle highlighting the "Open a Ticket" button in the "Quick Links" section. The user's name "Spence Farmer" is still visible in the top right corner. The "Reserved Maintenance Window" section is also visible in the bottom right corner, showing hours for Friday (5:00 PM - 8:00 PM) and Sunday (2:00 AM - 2:00 PM).

7

The next screen is a menu of all kinds of IT help, called the "Service Catalogue". You can find help on any number of issues here. Click "Hardware, Software and Printing" for help or questions with software.

UNIVERSITY OF SOUTHERN INDIANA

Home Projects Services Knowledge Base

Search the client portal

Spence Farmer

Service Catalogue

Categories (16)

- Report an Issue**
Use this link to report if something is broken, not working correctly, or you are locked out of your accounts.
- Information Security**
IT Security is responsible for developing and implementing a comprehensive information security program. IT Security provides the
- Accounts and Access**
Support for email and Microsoft 365, as well as system access, account creation and management. Includes password resets and
- Network and Wi-Fi**
You can find networking and wireless services here.
- Hardware, Software and Printing**
Support for computers/laptops, IT accessories, monitors, printers and copiers, tablets/iPads.
- Computer Labs Support**
Request classroom software and report issues with lab computers.
- Audio Visual**
The Audio Visual (AV) Team oversees AV technologies used within USI's educational and administrative functions.
- Teaching and Learning Support**
Support for online course design, accessible course material, Blackboard LMS, and other instructional technologies.
- Enterprise Applications and Solutions**
Support for enterprise applications and data. (e.g. Banner, Cognos, DegreeWorks)
- Web and Digital Content**
Request CMS Access, Request Faculty Website, Website Support/Report a Problem.
- Telephone and Voicemail**
- Project Requests**

My Recent Requests

- [QM Reviewer Accounts ENG 630X](#)
- [QM Reviewer Accounts MHA 621](#)
- [QM Reviewer Accounts PA 515](#)
- [Request Form for Ultra Course Conversions](#)
- [QM Reviewer Accounts SPTM 664](#)

[View All Recent Requests >](#)

Popular Services

- [Network Access Request for New Employees and Student Workers, Existing Employees, and Guest Accounts](#)
- [Add/Remove User from a Course/Organization](#)
- [Request to Update Email Address/Username Due to Name Change](#)
- [Blackboard Course Merge](#)
- [General Blackboard and Learning Tool Support](#)

[View All Popular Services >](#)

My Recently Visited Services

8

Within these menus, there are individual issue tickets. Click "Software"

The screenshot shows the 'Hardware, Software and Printing' category page. The breadcrumb trail is 'Service Catalog / Hardware, Software and Printing'. The main heading is 'Hardware, Software and Printing' with a power icon. Below it is a description: 'Support for computers/laptops, IT accessories, monitors, printers and copiers, tablets/iPads, and computer equipment borrowed from IT or the library.' There are four category cards: 'Hardware' (computer icon), 'Software' (floppy disk icon, highlighted with an orange circle), 'Printing' (printer icon), and 'IT Procurement Requests' (server rack icon). Below the categories is a 'Services (8)' section with one item: 'Activate a Network Jack'. On the right, there are two sidebars: 'My Recent Requests' with links like 'QM Reviewer Accounts ENG 630X' and 'View All Recent Requests >', and 'Popular Services' with links like 'Network Access Request for New Employees and Student Workers, Existing Employees, and Guest Accounts'.

9

From here, under "Services", you would choose the ticket type that most closely resembles your request or question.

The screenshot shows the 'Software' category page. The breadcrumb trail is 'Service Catalog / Hardware, Software and Printing / Software'. The main heading is 'Software' with a floppy disk icon and an orange circle. Below it is a description: 'For software requests, support assistance and general questions about software available for use on campus, select this category.' There are three service cards under 'Services (9)': 'Event Management System (EMS) Software Installation', 'General Software Support Request', and 'Report an Issue With Microsoft Office 365'. On the right, there are two sidebars: 'My Recent Requests' with links like 'QM Reviewer Accounts ENG 630X' and 'View All Recent Requests >', and 'Popular Services' with links like 'Network Access Request for New Employees and Student Workers, Existing Employees, and Guest Accounts'.