TDX

Team Dynamix

A Guide For Campus Users

Last Updated: February 14, 2017

Connect To Team Dynamix

To connect to TCNJs new ticketing and client portal system, Team Dynamix (TDX), simply point your browser of choice to http://tcnj.teamdynamix.com/TDClient/Home/ and there you are! The system can also be access by going to http://helpdesk.tcnj.edu, or via the Help Desk icon at the top of the TCNJ Today page.

Since TDX isn't browser specific, you can use whatever you like: Internet Explorer, Firefox, Safari, or Chrome. You can even use your mobile device to connect to the system.

Connecting from off-campus is also simple. Just make it http**s** instead of http, and you've got it. No VPN connection needed, since the TDX system is a secure system, and requires your TCNJ credentials to log in.

Welcome To The Client Portal

The client portal is the IT Help Desk home page, and it is where you can access all of the various parts of the system. Lets look at a few of them:

SERVICES

The Service Catalog lists all of the various services which Information Technology offers to you. This is where you'll go when you need to submit a service request. Of course, if you prefer, you can still either call or email the Help Desk. But this allows you to do it yourself, in your own time.

Service Catalog

Categories (15)

Student Technology Issues	Account and Password Management
For students with anything OTHER than account issues.	Managing passwords, and network share requests.

Blackboard	Campus Television Services
For issues with the use of the Blackboard system, or issues relating to Blackboard accounts.	Issues relating to television service and hardware in student residences.

Classroom & Media Equipment Support	Email, Calendars and Collaboration
For issues with the multimedia equipment at the front of classrooms or in meeting rooms.	Email, Calendar, Groups and so forth. Also for ListServs

The Service Catalog is divided into a number of categories, as you can see from the picture (above). Each category contains several services. Each service includes a description of what the actual service is for (and who should use it), along with how to request the service, and any associated costs.

When you find the service you need, simply click the button which will appear at the upper right (usually, this will say, simply, "Request Service"). The first thing that will happens is that you'll be prompted to log in. Yes, Team Dynamix uses the same username/password combination as all of your other TCNJ accounts.

Once you're logged in, you'll be presented with a service request form. This form will already have your name and department filled in (the system will grab that information when you log in). Just fill out the rest of the form and click "Submit". That's it! The form is now on it's way to the appropriate office in Information Technology so that we can work on resolving your issue.

THE KNOWLEDGE BASE

The next section of the Client Portal is the Knowledge Base. Here, grouped into easily understandable categories, are articles on everything from requesting a new email account to getting a network jack installed. We're always adding new articles to this system.

Note that you do not need to be logged in if you want to search the Knowledge Base. That system is open to everyone.

THE QUESTION SYSTEM

Anyone who is logged in can ask a question via this service, and anyone in Information Technology can provide you with an answer. Both the Knowledge Base and the Questions system work together when you search the Team Dynamix system: Your answer could be in either system.

Clicking the "New Question" button open a form similar to the one you see when submitting a service request. Just fill it out, submit it, and you're on your way.

There are a lot more things you can do with the Team Dynamix system. The "Home" screen has a number of buttons that link you directly to various functions of the system.

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search the client portal 🔍   Sign In

Home   Projects/Workspaces   Services   Knowledge Base   Questions

Looking for Help?

[Submit a Ticket]

[Search the Knowledge Base]

[Ask a Question]

[Search IT Services]

[Your Ticket Requests]

Account Services

[Request Account Info]

[Password Manager]

Need Training?

[Need Training?]

System Status

All IT systems are running, and no incidents have been reported.

Popular Articles

Can I change my TCNJ username?

I want to get my device (phone, tablet, laptop, etc) on to the TCNJ wireless system. How do I do this?

I want to change my password. What sort of restrictions/guidelines are there?

I've accidentally deleted some emails and cleared out my trash folder. But I need those emails back. Is that possible?

The projector in my classroom isn't working. What do I do?

Why was my email account locked?

Why was my email account locked?

Location/Contact/Hours

Where are we:
Green Hall, Room 6

Contact Us:
(609) 771-2660 (x2660 on campus)
helpdesk@tcnj.edu

Our Spring Semester Hours Are:

Monday - Thursday	7:30am - 9:00pm
Fridays	7:30am - 5:00pm
Weekends	Closed

User Support Services

Computer Labs

Media and Technology Services *(MTSS)*

Canvas Support

Residential Networking Services *(Resnet)*

Home Use Software

Free Anti-Virus Software Available

Other Information

Email Notifications

When you open a ticket, or when a ticket you've opened is closed, you'll receive an email notification. You'll also receive a follow-up survey so that you can let us know how we're doing, and how we can improve.

Exiting Team Dynamix

When you're finished with whatever you need to work on in the Team Dynamix system, be sure to log out. To log out, click on your name at the upper right, and simply select "Sign Out".

Need More Help?

If you want more help, need training for yourself or your staff, or have questions about information not covered in this manual, please contact the Help Desk for assistance.