TEXAS A&M UNIVERSITY
Technology Services

This email is being sent to employees in the Division of Human Resources and Organizational Effectiveness (HROE), employees in the Division of Finance and Business Services (Finance), and students and employees in the School of Performance, Visualization and Fine Arts (PVFA).

Starting today, your department will begin migration to the new IT Service Portal (powered by TeamDynamix). The new IT Service Portal allows campus members to request technical help, search help documents, view and request available IT services, and view the status of IT tickets in a single location. *Additional services and help resources will be added to the portal throughout the summer.*

If you need to request a technology service or get help, please use the new IT Service Portal. You can continue to email and call your local IT support team as you always have to receive technical support.

We need your feedback!

Your input on the look, feel, ease of use, service catalog, knowledge base and overall organization of the tool will help inform decisions regarding the platform as the project continues. Even if you do not need technical support at this time, we encourage you to visit the portal and look around.

Open the new TeamDynamix platform and provide your feedback on the pilot survey.

Visit Portal

Take Survey

Getting Started guides are available for your use as you get to know the IT Service Portal.

Learn more about Texas A&M University's IT Experience Transformation (ITxT) project.

If you have any questions about the new IT Service Portal, please contact your departmental IT team or email tdx@tamu.edu.

Sincerely,

Technology Services

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