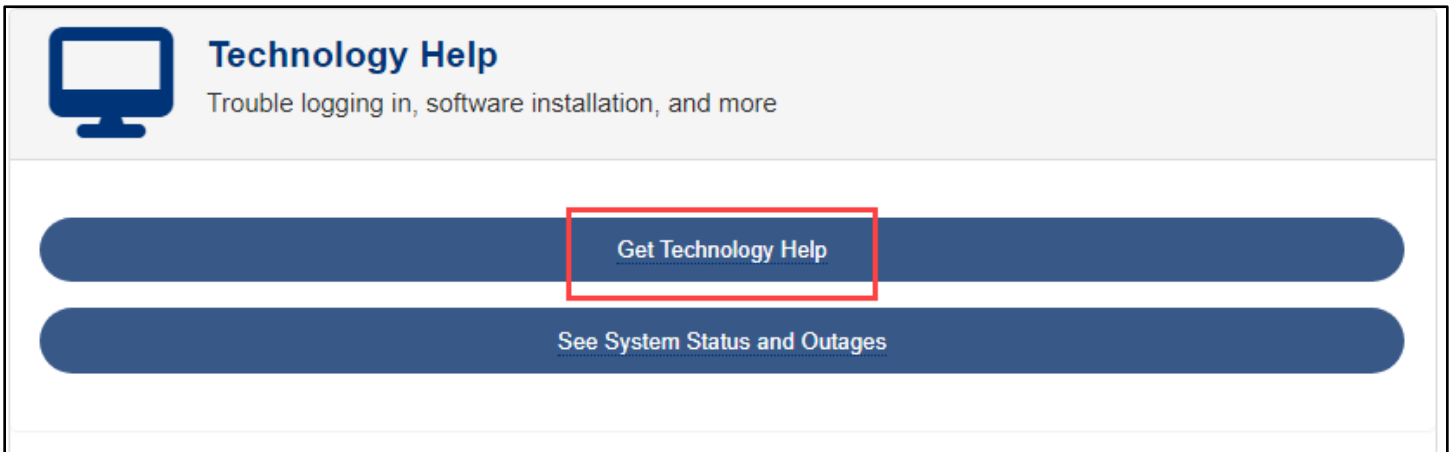


## TEAMDYNAMIX (TDX) CLIENT PORTAL INSTRUCTIONS

TeamDynamix is Brandeis' new help ticketing system! While users can still open tickets using [help@brandeis.edu](mailto:help@brandeis.edu), we strongly encourage you to access the new TDX Client Portal to open tickets.

1. Access the TDX Client Portal: [brandeis.teamdynamix.com](https://brandeis.teamdynamix.com).
2. Choose the link for **Technology Help**.



3. Within Technology Help, categories such as Account Access, Classroom and Technology Spaces, Network and Phones, and Privacy and Security are listed, among others. Choose the appropriate category for your issue.
4. Each category will have separate links for specific services. For example, in the Account Access category, links Additional Google Services, Brandeis Account Password Reset, Calendar, etc., will be listed alphabetically. Click the link for the appropriate service from your selected category.
5. Each service will have a blue box with links. Some links may direct you to additional information on a website outside of the TDX; other links will direct you to a form to create a new help ticket. Links with "Request" in the title are your help ticket request forms.

## TEAMDYNAMIX (TDX) CLIENT PORTAL INSTRUCTIONS

Service Catalog / Information Technology Services / Account Access / File Sharing and Cloud Storage

### File Sharing and Cloud Storage

Network • File • Google • Drive • Cloud • Storage • Box • Sharing

#### Service Description

This service is for gaining or restoring access to file shares (AKA network drives), and for help accessing or managing cloud storage solutions like Box and Google Drive.

#### Eligibility

Brandeis Students, Staff and Faculty

#### Get Started

To request a file share or to ask access to a certain, press the **"Request Help with File Share"** button.

For further assistance with Google Drive issues, press the **"Request Help with Google Drive"** button.

For further assistance with Box issues, press the **"Request Help with Box"** button.

To learn more about the Cloud Storage options of Box and Google Drive, press the **"View ITS Cloud Storage Information."**

#### Request Help with File Shares

#### Request Help with Google Drive

#### Request Help with Box

#### View ITS Cloud Storage Information

Details
Service ID: 4872
Created
Tue 8/1/23 11:18 AM
Modified
Tue 1/2/24 2:27 PM

6. Clicking a "Request Help" link may require you to log into the Client Portal with your Brandeis username and password.
7. Your name will autofill in the Requestor field. If you are a student, your primary program of study will autofill in the Major/Department field. If you are a staff or faculty member, the department associated with your primary job and/or academic appointment will autofill.
8. In the Subject field, please enter a "title" for your ticket.
9. Enter as many details as you can into the Description field.
10. Depending on what type of ticket you are opening, there may be other required fields. Please fill them out to the best of your ability. If there is a field that you cannot fill in, please enter N/A.
11. In the Impact field, choose the best answer for your problem. If you are uncertain that the issue affects more than one person, choose One Individual.
12. In the Urgency field, select the best description for your issue.
13. Click Submit.
14. You will receive a confirmation email that your ticket has been submitted. A technician will respond to your ticket and work with you on your issue.