

Getting Started with the Service Portal

Your single point of entry for IT-related requests, services and support.

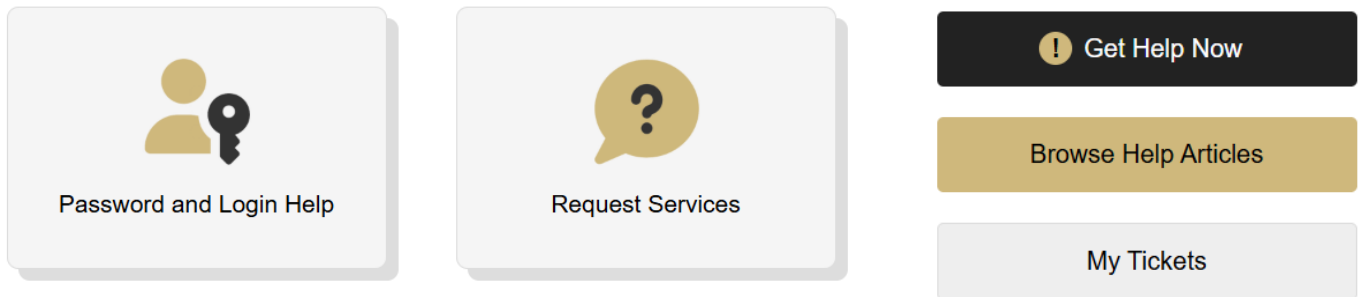
What Is the Service Portal?

The Service Portal (TeamDynamix / TDX) is the university’s centralized hub for all IT-related support. It allows faculty, staff and students to request help and services, track progress, and access self-service resources all in one place.

How to Access:

- **Visit:** <https://support.cuanschutz.edu> or <https://support.ucdenver.edu> (both provide the same access and service.)
- **Sign in** (top right) with your university credentials to access all services and knowledge articles and authenticate using Duo if prompted.
- **Trouble logging in?** Start with the [Password and Login Help](#) page, which resolves most issues. If problems continue, contact the Service Desk at 303-724-4357.

Navigating the Service Portal:



Search Bar: Search for services or solutions using simple keywords (e.g., Email, Canvas).	Get Help Now: Get immediate help through the Service Desk.
Password and Login Help: Self-service tools that resolve most login issues.	Browse Help Articles: A knowledge base for self-service support and learning.
Request Services: Browse and request available services by category.	My Tickets: Track open and closed requests. It will default to open tickets, use filter to view closed requests.
Find Resources For: Access quick links for role-based resources.	Current System Status: View real-time system status updates on service interruptions.

Not Sure Where to Start?

Submit the request that best matches your needs. The Service Desk will ensure it is routed to the correct group.