

TDX at UCA

TeamDynamix



UNIVERSITY OF
CENTRAL
ARKANSAS™

INFORMATION
TECHNOLOGY

Client Portal

UNIVERSITY OF CENTRAL ARKANSAS | INFORMATION TECHNOLOGY

Search the client portal [Sign In](#)

[Home](#) [Services](#) [Knowledge Base](#)

Popular Articles

- [Installing Microsoft Office from UCA](#)
- [Changing your UCA password](#)
- [Opening PDFs in Google Chrome](#)
- [Accessing network drives on a Mac](#)
- [Allowing third-party cookies](#)
- [What is spam?](#)
- [Changing the default web browser](#)
- [Checking Software Center for updates](#)
- [Enabling SSH on a Mac computer](#)

Popular Services

- [Pool Drive Access Request](#)
- [General Question / Help Request](#)
- [AV Equipment Loan Request](#)
- [Office 365 Download \(for Personal Use\)](#)
- [Account Removal Request](#)
- [Blackboard Course Crosslist/Merge Request](#)
- [Wireless Device Registration](#)
- [New Data Line Request](#)

I need help!

Something broken? [Submit a ticket](#).


I need a service


Request assistance from the [Service Catalog](#).

I need directions

Find answers and step-by-step instructions in the [Knowledge Base](#).

Incident Form

 UNIVERSITY OF
CENTRAL
ARKANSAS™ | INFORMATION
TECHNOLOGY



Search the client portal  Roger Gelwicks




Home Projects/Workspaces Services Knowledge Base News Questions Reports


[Service Catalog](#) / [General](#) / [General Question / Help Request](#)




[+ Show Help](#) [- Hide Help](#)


General Question / Help Request




Requestor *  


Roger Gelwicks   


Department * 


Information Technology   


Location 

Start typing...   

Room Number 

Subject * 

Area of Issue * 

Describe your issue or question 

Service Catalog

The screenshot shows the 'Service Catalog' page for the University of Central Arkansas Information Technology. The page features a purple navigation bar with 'Home', 'Services', and 'Knowledge Base' links. A search bar and a 'Sign In' link are located in the top right corner. The main content area is titled 'Service Catalog' and includes a 'Categories (9)' section with eight service categories, each with an icon and a brief description. To the right, there are two sidebars: 'Popular Services' and 'My Recently Visited Services', both containing a list of service links.

UNIVERSITY OF CENTRAL ARKANSAS | INFORMATION TECHNOLOGY

Home **Services** Knowledge Base

Service Catalog

Categories (9)

- General**
- Accounts & Access**
Pool drives, network and email accounts, and user access requests
- Audio Visual**
Equipment loans, livestreaming requests, and consulting services
- Blackboard**
Learning management system tasks and requests
- Computers & Printers**
Computer and printer setups, technology purchasing guide, and equipment management
- Networking & Wireless**
Requests for wireless registration, static IP addresses, new data lines, etc.
- Security**
Phishing reports, virus/malware removal, and email quarantining
- Software & Programs**
Install applications for academic and personal use

Popular Services

- [Pool Drive Access Request](#)
- [General Question / Help Request](#)
- [A/V Equipment Loan Request](#)
- [Office 365 Download \(for Personal Use\)](#)
- [Account Removal Request](#)

[View All Popular Services >](#)

My Recently Visited Services

- [General Question / Help Request](#)
- [New Data Line Request](#)
- [Pool Drive Access Request](#)
- [Blackboard Course Crosslist/Merge Request](#)
- [Password Change](#)

Knowledge Base

The screenshot shows the Knowledge Base interface for the University of Central Arkansas Information Technology. At the top left is the university logo and name. To the right is a search bar with the text "Search the client portal" and a "Sign In" link. Below this is a purple navigation bar with "Home", "Services", and "Knowledge Base" links. A search bar is also present below the navigation bar. The main content area is titled "Knowledge Base" and features a "Categories (7)" section with seven tiles: "General" (globe icon), "Students" (graduation cap icon), "Security" (lock icon), "Programming" (code icon), "myUCA" (UCA logo), "Mac" (Apple logo), and "Google" (Google logo). To the right of the categories are two sidebars: "Popular Articles" with links for "Accessing network drives on a Mac", "Installing Microsoft Office from UCA", "Changing your UCA password", "Opening PDFs in Google Chrome", and "Allowing third-party cookies"; and "Recent Articles" with links for "Opening PDFs in Google Chrome", "Installing Microsoft Office from UCA", and "What is malware?". A "View All Popular Articles" link is also present.

Other Features

- Email notifications with ticket updates
- Clear chain-of-custody with tickets
- Historical records of IT fixes and service requests
- Future: project, asset, and change management