

BACKGROUND:

The Information Technology (IT) Division has implemented a new ticketing system. **TeamDynamix (TDX)** is a ticketing system that is widely used by many Higher Education institutions and over 5 Minnesota State System institutions, including the System Office.

This new system will provide the following benefits:

1. It is a **professionally developed system** compared to the homegrown tools we have been using so far.
2. It will serve as a **single portal/single point of contact** for service requests into IT.
3. IT will be able to **better manage service requests**, through metrics, reports, and proper triaging to improve responsiveness and completeness.
4. YOU will be able to **see the status of your requests** over time, something that was not available before.
5. Through this system, YOU will be able to **perform more self-service** for your needs through a comprehensive Knowledge-base, which will save time for both YOU and IT.
6. Over time, we plan to **extend this system to other areas of the College**, for instance, replacing the Facilities work order system – SchoolDude.

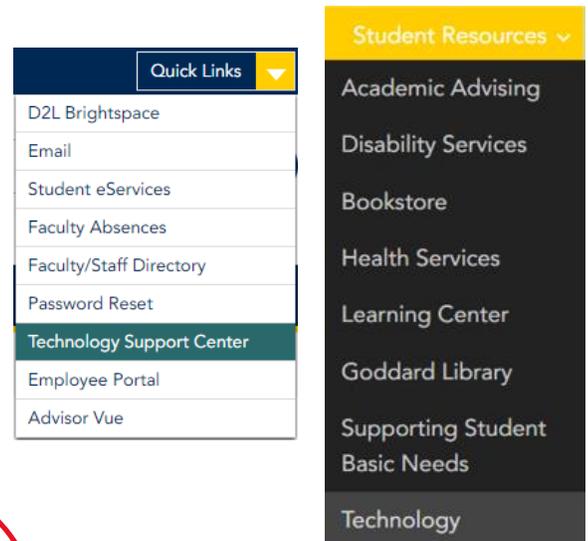
ACCESS:

There are several ways to access the system.

1. To **access** the system, go to: <https://services.rctc.edu/>
2. Alternatively, you can go to the **Technology Support Center** link on the **Quick Links** drop-down on the website.
3. Or, through the **Technology** link under the drop-down for **Student Resources**

Once there, you can **search** or **browse** the various categories of services and information posted, but to **View Tickets** or **Submit a Ticket**, etc. you will need to **Sign In** using your **StarID and password**.

Note: you may be prompted to enter your Multi-Factor (MFA) Credentials if you have not logged in already.



4. Everyone can also personally "Save" or "**Bookmark**" the site and get quick access to it, if desired.

ENTERPRISE SERVICE PORTAL: <https://services.rctc.edu/>

ROCHESTER
COMMUNITY AND TECHNICAL COLLEGE

Home Updates Technology Services Knowledge Base

Search the client portal Sign In

New Ticketing System!

RCTC is implementing a new service portal and ticketing system to improve our current processes and better serve students and employees.

[Learn more »](#)

Technology Services

Facilities Services

How to use the RCTC Online Service Portal

[Using the Service Catalog](#)

[Submitting a Ticket](#)

[Viewing My Tickets](#)

MAIN IT/TECHNOLOGY SITE/PORTAL:

The main site is shown below.

- At this site, you can see key **Updates** to various IT service
- You can review **Knowledge Bases** of information related to common issues that might help you get certain problems solved quicker and without a ticket. The information here will be constantly updated to ensure we have current information.
- You can also **search** for something if you know what you are looking for, for example, **Email**.
- You can **View My Tickets** to see the status of tickets you have already submitted.
- You can **Request a Service**, which are requests to perform some work that can be planned out into the future.
- You can **Report an Issue**, which is a problem that you might be encountering that is NOT STOPPING you from doing your work, for example, your email not updating regularly/delayed.
 - For immediate/emergency issues, which are causing a work STOPPAGE, call the Technology Support Center (TSC), phone: 507-536-5555, 1-800-247-1296.
- A few KEY/popular links to commonly referred requests are posted too, for quicker access to those topics.

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[Learn more »](#)

View My Tickets

Check tickets you have submitted or which were submitted on your behalf.

[Check Ticket Status »](#)

Request Service

View available service offerings, find the category that best fits your needs, and submit a request.

[Browse Services »](#)

Report an Issue

Submit a ticket to report a problem. For technical emergencies call: 507-536-5555

[Submit a Ticket »](#)

Password Reset

D2L, E-Mail, eServices, Office365

D2L Brightspace

Course management system

E-Mail Account

Official means of communication

Wireless Access

Campus Wifi Access

TSC Contact Information:

- Location: Main Campus M1104
- Location: Heintz Center H1433
- Phone: 507-536-5555, 1-800-247-1296
- TTY Relay 1-800-627-3529

For immediate technical emergencies call: 507-536-5555

TSC Semester Hours:

- Monday-Thursday: 7:30am–8pm
- Friday: 7:30am– 4:30pm
- Saturday: 9am–1pm
- Sunday: None
- Summer, Breaks, Holidays: Hours may vary

Note: use this **TDX** process to submit a request versus submitting an **email** to tech.help@rctc.edu (the routing and categorization of tickets will be much smoother and more reliable than through an email)!

VIEW MY TICKETS:

Once you have submitted a ticket; you can easily access the details of the ticket by going into **View My Tickets** and see how it is progressing down the path of getting resolved.

Ticket Requests (2)

🔍 Search
📄 To Excel
🖨️ Print

Search

Status Class New, In Process, On Hold

Reviewer

Due Date from to

Include requests that I am listed as a contact on

ID

Acct/Dept

Service(s)

Service Offering(s)

Created from to

Include requests from my accounts / departments

ID	Title	Acct/Dept	Service	Service Offering	Status	Reviewer	Requestor	Modified
582165	Wifi service in Cafeteria area/4th Floor areas not Consistent	Administration	Ticket Submission		In Process	Ticket Reviewers	Judy Kingsbury	Fri 11/4/22 7:51 AM
565335	Site Wide DAS system	Information Technology			New	Events and Projects	Mir Qader	Thu 9/22/22 8:27 AM

Page 1

SERVICE CATALOG:

At the heart of the ticketing system is the **Service Catalog**, which is a listing of all the services that IT provides to the College.

- You can click on any of the **categories** to find out what the services are underneath.
- You can access **documentation** related to popular services on the right side.
- You can also click on the **details of any service** to see:
 - What it is
 - Who it is for
 - How to use it, or
 - How to get help on it

Services A-Z

Service Catalog

Categories (14)

[Accounts / Passwords](#)
 User IDs and Passwords for services, Password Reset, Multi-factor Authentication (MFA), Directory Information

[E-mail](#)
 E-Mail account, Smart Phone Setup, Email Forwarding

[Technology Check-out](#)
 Technology available for checkout on a temporary basis

[Network and Wifi](#)
 Campus Wireless Internet Access, and Network

[Printing](#)
 Student printing, wireless printing, office/dept. multi-function and bulk jobs

[Software / Applications](#)
 Microsoft Office 365, Adobe Cloud, software requests

[File Storage / Transfer](#)
 One Drive, Media Space, Browser-accessible Secure File Storage/Transfer

[Computers / Laptops / Mobile Devices](#)
 Computers, Desktops, Laptops, Mobile Devices

Popular Services

- [E-mail Accounts](#)
- [Student Printing Accounts](#)
- [Desktop / Laptop / Mobile Device Support](#)
- [Classroom Technology](#)
- [Multi-Factor Authentication \(MFA\)](#)

[View All Popular Services >](#)

My Recently Visited Services

- [Directory Information Updates](#)
- [D2L Brightspace](#)
- [Service Request for Student / Employee](#)
- [Software Evaluation / Purchase Request](#)
- [Student Technology Check-out](#)

Service Example:

Service Catalog
[Accounts / Passwords](#)
[Multi-Factor Authentication \(MFA\)](#)

Multi-Factor Authentication (MFA)

Security • Authentication • Multi-Factor

➔ Request Help

Overview

Multi-factor authentication or MFA is an additional security measure which helps protect your Microsoft Office365 account. MFA creates layered protection requiring users to sign in using more than one method, which helps keep RCTC systems secure and helps prevent cybercriminals from gaining access to your personal information.

Users

Students, Employee

Environment

Microsoft 365, E-mail, Your cell phone

Details

Before you begin...

- 1) Install the Microsoft Authenticator App on SmartPhone

The best and easiest solution is to configure "Microsoft Authenticator" if your cellphone supports it. Once configured, it'll allow you just to tap "Approve" or "Reject" on your cellphone rather than needing to copy codes from your cellphone to whichever device you're signing in to.

Details

Service ID: 4393
Created
 Mon 7/11/22 11:06 AM

Modified
 Wed 10/12/22 9:31 AM

Attachments (0)

No files found.

SUBMIT A TICKET:

To submit a ticket, click on any link that says **Submit Ticket** or **Request Help**, a simple form opens up. Please provide as much information as you can so that the issue can be assigned to the right person and can be researched and resolved as quickly as possible.

[Service Catalog](#) / [Report an Issue](#) / [Ticket Submission](#)

+ Show Help - Hide Help

Ticket Submission

Report a hardware, software, network, application or other issue.

Requestor * ⓘ 

Mir Qader

Acct/Dept * ⓘ

Information Technology

Title * ⓘ

WiFi not working in Memorial Hall

Description ⓘ

Format - Font - Size - **A** - **B** *I* U ~~S~~ x_o x² *I*_x

body

Location ⓘ

Start typing...

Attachment ⓘ

Browse... No file chosen

SEARCHING

If you know what you are looking for and want to go directly to it, you can use the Search box. For example: searching for **Email** topics. (Note: some topics are NOT available publicly, they require a login.)

Search 21 Results

Can't Find What You Are Looking For? [Sign In Now](#)
You are currently not logged in and some search results only show up if you login.

[E-mail Forwarding](#)
Services / Technology Services / E-mail

Forward your e-mail to another **email** address. ... Before setting up E-mail forwarding, you need to be able to access and successfully log into your RCTC provided Outlook E-mail account Instructions After logging in to your your student **email**

[E-mail Accounts](#)
Services / Technology Services / E-mail

Password is StarID password. (NOTE: passwords containing the following characters are known to cause **email** access issues: # . \$) Details Passwords are required to be changed every 180

[E-mail Forwarding Setup Instructions](#)
Knowledge Base / E-Mail

-mail account Instructions After logging in to your your student **email** select the gear or cog in the upper right corner: In the Settings drop-down box type in "Forwarding": This

[Smart Phone E-mail Setup](#)
Services / Technology Services / E-mail

App then click "Get Started" Type in your MinnState Student **email** address: StarID@go.minnstate.edu (Staff: StarID@minnstate.edu) Type in your StarID password It may take a few minutes to load in

[Smart Phone E-mail Setup Instructions](#)
Knowledge Base / E-Mail

MinnState Student **email** address: StarID@go.minnstate.edu (Staff: StarID@minnstate.edu) Type in your StarID password It may take a few minutes to load in your mailbox Result You should be

KNOWLEDGE BASE

The **Knowledge Base** provides a wealth of information to people for performing **Self-Service** oriented tasks, which both builds their skills and abilities, but can also be much faster to address common issues. For example, here are some instructions for setting up Phishing Prevention.



The screenshot shows the website interface for the Knowledge Base. At the top, the Rochester Community and Technical College logo is displayed. Below the logo is a navigation menu with links for Home, Updates, Technology, Services, and Knowledge Base. A red arrow points to the Knowledge Base link. Below the navigation menu is a search bar. Below the search bar is a breadcrumb trail: Knowledge Base / E-Mail / Phishing Prevention, which is circled in red. The main content area features the title "Phishing Prevention" and a breadcrumb trail: Phishing • Security • Email. Below this is the section "Tips to Protect Yourself From Phishing Attacks". The text under this section reads: "If you believe you have been phished or your account has been compromised:" followed by a list of three items: "Contact the IT Service Desk ASAP.", "Change your passwords for all relevant accounts.", and "Self-report phishing attempts and spam using the instructions on this page...". Below this is the section "What is Phishing?". The text under this section reads: "Phishing is the term given to communications, usually email, where the attacker tries to fool the target into revealing private information about themselves or their organization. Often claiming to be IT Solutions, the attacker will usually include hyperlinks to malicious websites in the email that appear to be legitimate or include malicious attachments. Simply visiting the URL or downloading the attachment can be enough to compromise your machine." Below this is the section "How does Phishing affect me?". The text under this section reads: "If your account is compromised, attackers will often start sending out more phishing emails from your account. This could damage your reputation and decrease the trust others place in your future emails." Below this is the text: "Additionally, attackers may be able to compromise any other accounts attributed to that email address. this could include bank accounts, social networking accounts, file back up, remote connection to your computer, and so on."

UPDATES

Key, important updates, such as, system outages or major System or RCTC events that may cause service disruptions, will be posted on the **Updates** page.

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NEW Ticketing System and Service Portal



RCTC Technology has transitioned to a new ticketing and service portal called **TeamDynamix**. As we learn to better leverage the new TeamDynamix platform and its features, we remain excited about the possibilities to further improve service levels and turnaround times.

When you request services through our Service Catalog, your request is automatically routed to the relevant team so we can get right to work.

Benefits of the new service portal:

- **Enhanced Self-Service** – One-stop self-service catalog and knowledge base for multiple topics.
- **Quick Access** – Search self-help knowledge articles or service categories, or use the home page search bar to quickly find what is offered.
- **Ticket Status** – Log into the portal to view your submitted tickets and their status.
- **Request Forms** – Submit requests through convenient web forms built in to the service portal.

Browse our Services Catalog

To view the list of services we have available, do the following:

NextGen / Workday Project Update

Background

MinnState determined several years ago that we needed to modernize our ISRS and other related systems. These systems are more than 30 years old. Through various planning efforts the [NextGen initiative/project](#) was born.

What is NextGen ... it stands for the "next generation to the existing set of systems and tools" that we all use. It is a technology modernization initiative, across all 33 colleges and universities and the system office. Its **goal is to replace several aging systems that we have been using for the past 30+ years and replace them with modern tools and technologies, particularly ISRS (Integrated Statewide Records System).**

What is Workday ... as part of the NextGen initiative, Minnesota State is implementing Workday, a cloud-based system. Workday is a core technology platform (ERP-Enterprise Resource Planning) that supports our NextGen initiative. Because it is a cloud-based software, students, faculty, and staff will be able to conduct their business on any device, at any time.

Video on NextGen and Workday

Timeline

The NextGen journey consists of two primary phases:

1. The first phase includes **human resources** (called Human Capital Management [HCM]), **payroll, and finance functions**. This phase is underway and will **go live in July 2023**.
2. The second phase will include all **student functions**. This second phase will **start in October of 2022 and go live July 2025 through October 2026**. The **NextGen-Workday** journey is expected **conclude in 2027**, with full implementation and transition of all our 33 colleges and universities.

How will this affect me?