

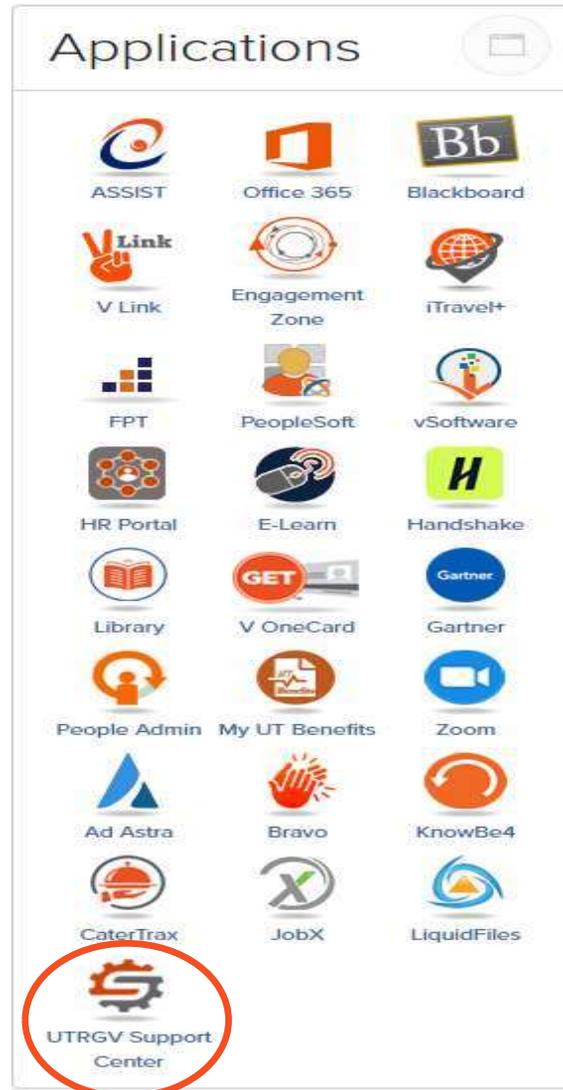
tick@lab Access

REQUESTING ACCESS AS A NEW USER

The University of Texas
Rio Grande Valley

Use the following steps to request access:

1. Log in to [Home - my.utrgv.edu](https://home-my.utrgv.edu)
2. Select the UTRGV Support Center icon



3. Select Information Technology

Home Information Technology Information Security Office University Police Medicine Research Facilities Projects Services ...



Welcome to the UTRGV Support Center



IT Announcements 

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[Account Help - Unable to Login - Reset Your UTRGV Password or Unlock Your Account](#)

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[Install Software on UTRGV Computers Without Administrative Rights](#)

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Information Technology

Information Security Office

University Police

Research

Medicine

Facilities

View My Tickets

The University of Texas Rio Grande Valley
1-844-ATUTRGV

One West University Blvd.
Brownsville, Texas 78520

1201 West University Dr.
Edinburg, Texas 78539- 2909

2102 Treasure Hills Blvd.
Harlingen, Texas 78550

4. Select Get Access!

Home **Information Technology** Information Security Office University Police Medicine Research Facilities Projects Services ...



IT offers solutions for students, faculty, staff, and researchers. The IT [Service Catalog](#) has [clear information](#) and [service request forms](#). Browse the catalog to find and get the services you need.

 Change or Reset Password	 Request Service	 Something Broken?	 Get Access
 Idea/Project Request	 Software Assessment	 Guest Accounts	 Departmental Email
 Install Software	 Reimage/Cleanup	 IT Service Catalog	 Video Conference

IT Announcements 

[Microsoft End of Support for Windows 10 - Upgrade Now to Windows 11](#)

Getting Started 

System Status 

View all systems.

Request Service 

Something Broken? 

Hard Drive Removal for Surplus 

Get Access 

Find Answers 

My Open Requests 

Contact the IT Service Desk 

956-665-2020

In Person
Brownsville Main Building, [BMAIN Main 1.212A](#)
(Near U Central tower)

Edinburg Computer Center, [ECCTR Lobby](#) (North of EMAGC)

Live Chat
Chat with our IT chatbot for answers. If the chatbot can't assist, a ticket will be created and the service desk will take over. Click the orange icon  to begin.

IT Feedback 

How was your experience in the IT Support Center?



5. Next, fill out the form with the following information:

- a) Indicate who the requestor for access is. This area will auto-populate when logged on to your account.
- b) For Category: Indicate 'Departmental' on drop-down menu.
- c) For Resource: Indicate 'tick@lab' on drop-down menu.
- d) For tick@lab Roles: Indicate what type of access you need.
- e) For Description: If you are a student, indicate who your faculty advisor is for the research project you will be conducting.
- f) Click 'Submit' when done.

The screenshot shows the 'Get Access!' form with the following fields and options:

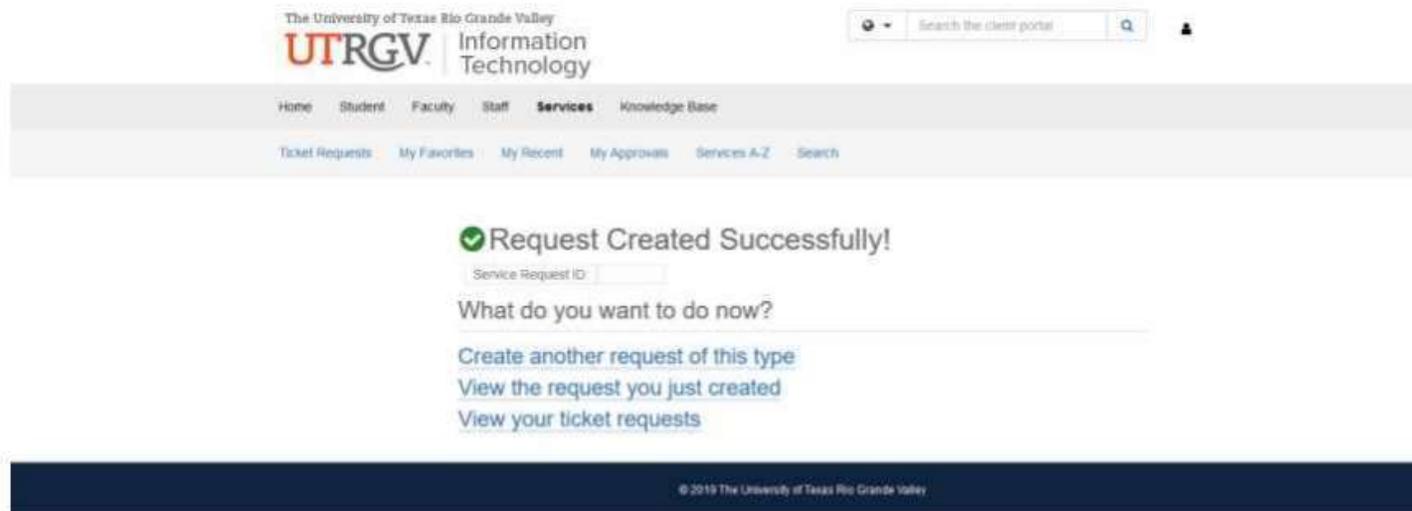
- Request access to a University business resource:** PeopleSoft, Banner, File Shares, Departmental Emails, etc.
- Attachment:** Browse... No file chosen
- Requestor *:** [Redacted]
- Category *:** Departmental
- Resource *:** Tick@Lab
- Tick@Lab Roles *:**
 - IRB Investigator - Human Subjects Investigator
 - IBC Investigator - Biological Safety
 - IBC Technician - Student/Staff Biological Safety
 - IACUC Investigator - Animal Subject Investigator
 - In-Life Staff - Animal Subjects Student Investigator/User
- Description *:** [Rich text editor with toolbar]

NOTE: The 'Resource' and 'tick@lab Roles' sections will not be visible until the 'Category' is selected.

Submit

If this request form is being submitted to obtain access to federally-protected student data as defined by the U.S. Department of Education under the Family Educational Rights and Privacy Act (FERPA) of 1974, it is with the understanding that both the immediate supervisor and employee gaining access fully recognize that only data pertinent to the employee's scope of responsibilities is to be utilized, and abuse of this access is considered a violation of FERPA. Under no circumstances is protected student data to be shared or discussed with individuals who do not have a documented legitimate educational interest in the student data being accessed.

6. You will receive immediate confirmation of submission on the screen, similar to this:



7. An email confirmation on your ticket request will be generated and sent to you from TeamDynamix.

Once you have submitted your request, the ticket automatically gets routed to the Office of Research Compliance for verification and approval.

Lastly, after the Office of Research Compliance approves the request, it will be submitted to the designated Information Technology (IT) group for creation of your account on tick@lab. You will receive an email from them once the account is ready for use.