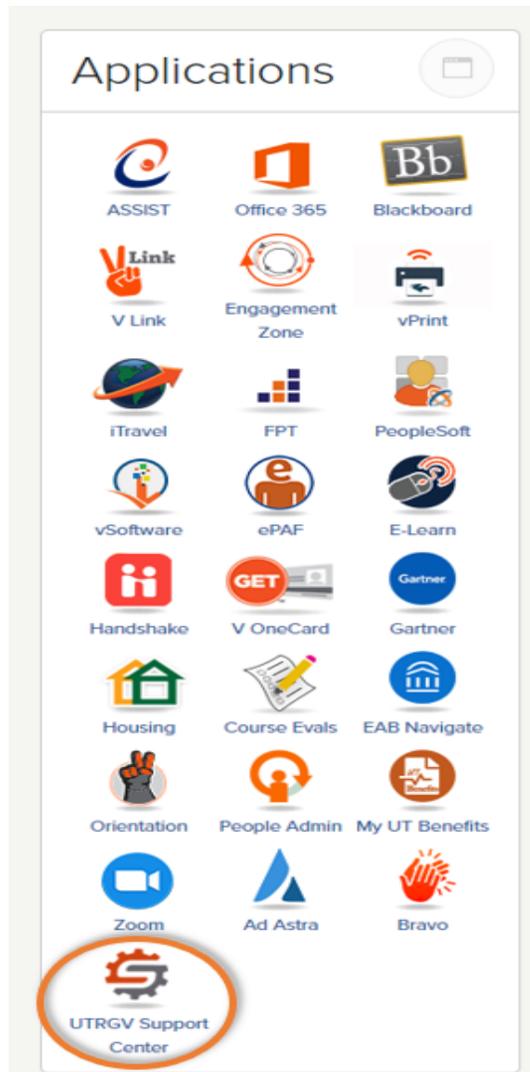


Are you a new investigator that needs access to Tick@lab?

Please use the following steps to request access:

1. Log in to <https://my.utrgv.edu/home>
2. Select the **UTRGV Support Center** icon, as shown below.



Are you a new investigator that needs access to Tick@lab?

3. Select **Information Technology**, as shown below.

The screenshot shows the UTRGV Support Center website. At the top left is the logo for The University of Texas Rio Grande Valley. To the right is a search bar with the text "Search the client portal". Below the logo is a navigation menu with links for Home, Information Technology, University Police, Projects/Workspaces, Services, and Knowledge Base. The main heading reads "Welcome to the UTRGV Support Center" with a gear icon above it. Below this is a large aerial photograph of the university campus. The page is divided into three main sections. On the left is a "Tweets" section featuring a tweet from UTRGV (@utrgv) about an exhibition. In the center is a vertical menu with two blue buttons: "Information Technology" (which is highlighted with an orange border) and "University Police". On the right is a "View My Tickets" button and a contact information box for the University of Texas Rio Grande Valley, including the phone number 1-844-ATUTRGV and three addresses in Brownsville, Edinburg, and Harlingen, Texas. Below the menu are several "Popular Articles" with titles like "How to Request IT Support", "Enterprise Resources", "IT Help", "Outlook Calendar - Zoom Plugin Not Working", "Register for Microsoft Self-Service Password Reset (SSPR) and Multifactor Authentication (MFA)", "Connect to Wireless Network", "Virtual Private Network (VPN) Connection and Remote Desktop", and "FAQs: Student Email Accounts".

Are you a new investigator that needs access to Tick@lab?

4. Select **Get Access!**, as shown below under Popular Services.

The screenshot displays the client portal for The University of Texas Rio Grande Valley. At the top, there is a search bar and a navigation menu with links for Home, Information Technology, University Police, Projects/Workspaces, Services, and Knowledge Base. The 'Information Technology' section is selected, indicated by a checkmark. Below this, there are several content blocks: 'System Status' showing an internet connectivity warning, 'Getting Started' with a video player for 'Introduction to UTRGV IT Support Center', 'Quick Links' with various service requests, 'Contact or visit the IT Service Desk' with location and hours information, 'Popular Articles' with links to request support and enterprise resources, 'IT Help' with links to Outlook calendar and VPN connection, and 'Tweets' by @utrgvit. The 'Popular Services' section is highlighted with a red box, containing a list of services where 'Get Access!' is the selected option.

System Status

Internet Connectivity
(See more information.)
[View all systems.](#)

Legend

- Outage
- Incident

Getting Started

Introduction to UTRGV IT Support Center

Quick Links

- [Submit a Ticket](#)
- [Change or Reset Password](#)
- [My Tickets](#)
- [Services Health Status](#)
- [Idea/Project Request](#)
- [Software Assessment Request](#)

Contact or visit the IT Service Desk

Brownsville / Harlingen / South Padre Island
956-882-2020
Main 1.212A (Brownsville)
Edinburg / McAllen / Rio Grande City
956-665-2020
Academic Services Building 1.102 (Edinburg)

Hours of Availability
[Click here to view Service Desk hours.](#)

Popular Articles

- [How to Request IT Support](#)
- [Enterprise Resources](#)
- [IT Help](#)
- [Outlook Calendar - Zoom Plugin Not Working](#)
- [Register for Microsoft Self-Service Password Reset \(SSPR\) and Multifactor Authentication \(MFA\)](#)
- [Connect to Wireless Network](#)
- [Virtual Private Network \(VPN\) Connection and Remote Desktop](#)
- [FAQs: Student Email Accounts](#)

IT Help

- [Outlook Calendar - Zoom Plugin Not Working](#)
- [Register for Microsoft Self-Service Password Reset \(SSPR\) and Multifactor Authentication \(MFA\)](#)
- [Connect to Wireless Network](#)
- [Virtual Private Network \(VPN\) Connection and Remote Desktop](#)
- [FAQs: Student Email Accounts](#)

Popular Services

- [Submit a Ticket](#)
- [Get Access!](#)**
- [Install Software](#)
- [Video Conference](#)
- [Guest Accounts](#)
- [Departmental Email](#)
- [Idea/Project Request](#)
- [Reimage/Cleanup](#)
- [Hard Drive Removal for Surplus](#)

Tweets by @utrgvit

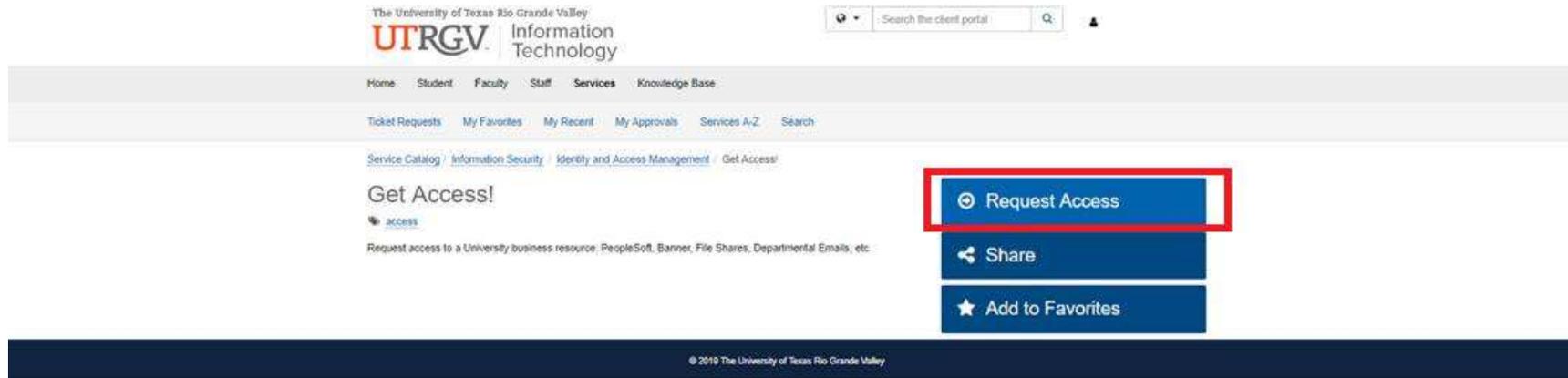
UTRGV IT @utrgvit
Information Technology is now accepting work-study applications for Service Desk Agent position where they will gain hands-on and over-the-phone experience.

Apply to Job ID 4940998 on UTRGV Handshake for IT Service Desk Agent on campus-Edinburg position.

THE INFORMATION TECHNOLOGY (IT) DEPARTMENT
SERVICE DESK

Are you a new investigator that needs access to Tick@lab?

5. Click on the button for **Request Access**, as shown below.



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

- a. Please indicate who the requestor for access is.
- b. For Category: Indicate 'Departmental'
- c. For Resource: Indicate 'Tick@Lab'
- d. For Application Role: Indicate what type of access you need.
- e. For Description: If you are a student, please indicate who your faculty advisor is for the research project you will be conducting.
- f. Click 'Request' in blue to submit.

Are you a new investigator that needs access to Tick@lab?

Get Access!

+ Show Help - Hide Help

Request access to a University business resource: PeopleSoft, Banner, File Shares, Departmental Emails, etc.

Attachment

Browse... No file chosen

Requestor *

Mariana Hernandez

Category *

Departmental

Resource *

Tick@Lab

Tick@Lab Roles

- IRB Investigator - Human Subjects Investigator
- IBC Investigator - Biological Safety
- IACUC Investigator - Animal Subject Investigator
- In-Life Staff - Animal Subjects Student Investigator/User

Description *

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.

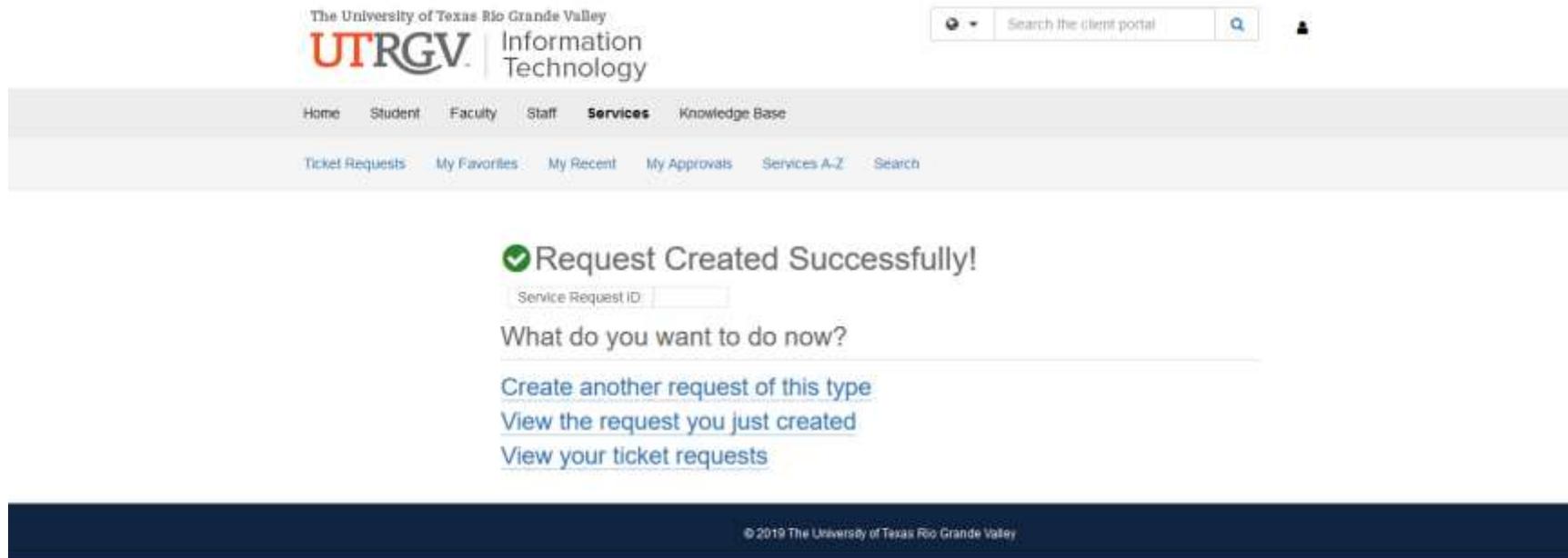
EULA Agreement

EULA Agreement approval is now via EMAIL

Request

Are you a new investigator that needs access to Tick@lab?

6. You will receive immediate confirmation of submission on the screen, as shown below.



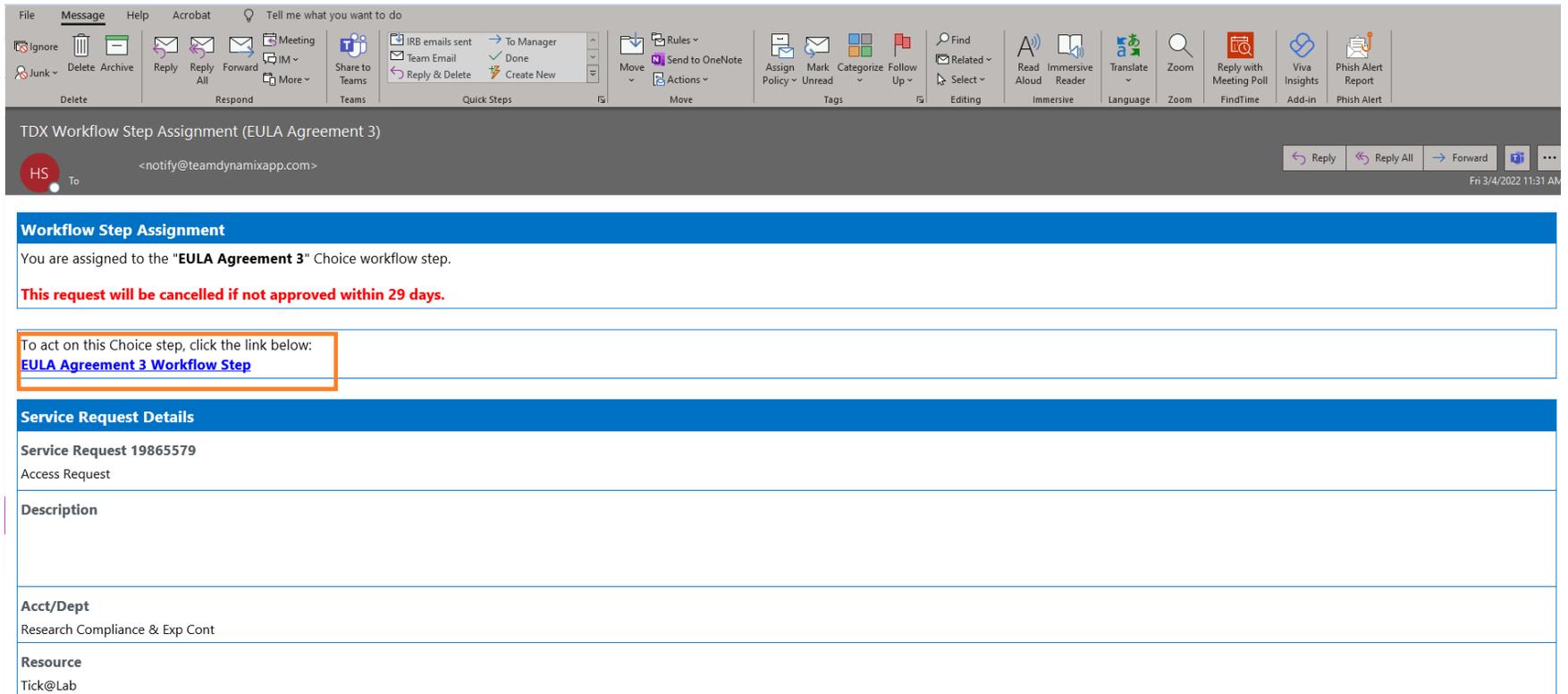
The screenshot displays the UTRGV Information Technology portal. At the top, the logo for The University of Texas Rio Grande Valley (UTRGV) Information Technology is visible. A search bar and a user profile icon are located in the top right corner. Below the logo, a navigation menu includes links for Home, Student, Faculty, Staff, Services (highlighted), and Knowledge Base. A secondary navigation bar contains links for Ticket Requests, My Favorites, My Recent, My Approvals, Services A-Z, and Search. The main content area features a green checkmark icon followed by the text "Request Created Successfully!". Below this, there is a text input field labeled "Service Request ID:". A question "What do you want to do now?" is followed by three blue hyperlinks: "Create another request of this type", "View the request you just created", and "View your ticket requests". The footer of the page contains the copyright notice "© 2019 The University of Texas Rio Grande Valley".

7. Two separate emails will be generated and sent to you from TeamDynamix.

- email confirmation on your ticket request
- email for the EULA agreement

Are you a new investigator that needs access to Tick@lab?

8. Email from TDX Workflow: click on the link **EULA Agreement 3 Workflow Step**, as shown below.



The screenshot shows an Outlook email window. The subject is "TDX Workflow Step Assignment (EULA Agreement 3)". The sender is "<notify@teamdynamixapp.com>". The email content includes a blue header "Workflow Step Assignment" with the text: "You are assigned to the 'EULA Agreement 3' Choice workflow step." Below this, a red warning states: "This request will be cancelled if not approved within 29 days." A blue link "EULA Agreement 3 Workflow Step" is highlighted with an orange box. The email also contains a "Service Request Details" section with the following information:

Service Request Details	
Service Request	19865579
Access Request	
Description	
Acct/Dept	Research Compliance & Exp Cont
Resource	Tick@Lab

- On the email click on the blue link that states: EULA Agreement 3 Workflow Step.
- Read the EULA Agreement
- Mark 'Yes' for acceptance of the privacy policy
- Click ' Save' in blue to submit.

Note: Once you have completed the EULA Agreement your supervisor will get an email notification to grant permission. Once your supervisor approves the request for access, it will be submitted to the Office of Research Compliance for further 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.