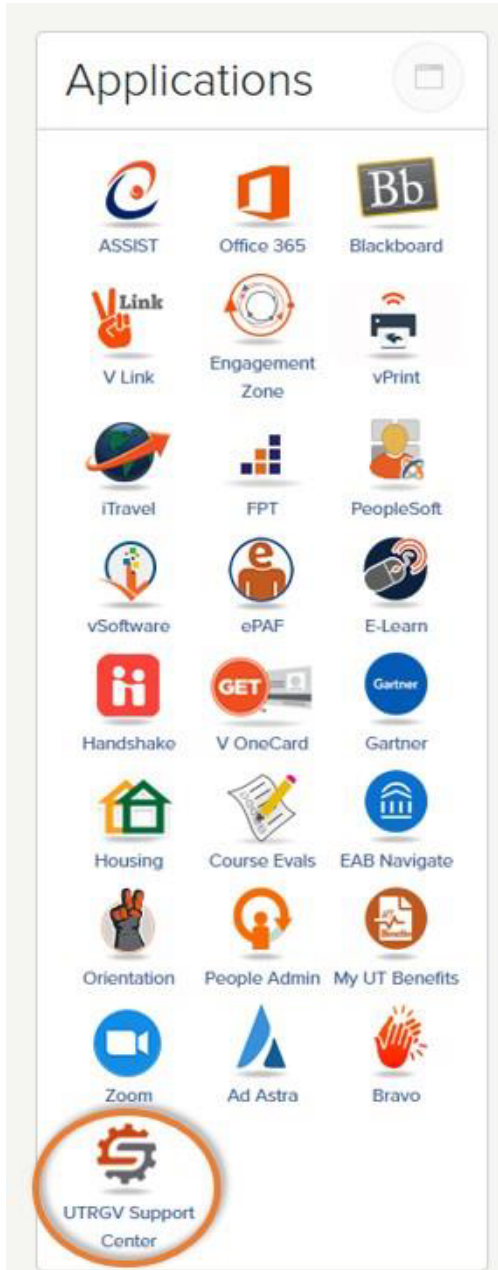



Please use the following steps to request tick@lab access


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




3. Select Information Technology, as shown below.

Home Information Technology Information Security Office University Police Medicine Research Facilities Translation and Interpreting Projects


  
Welcome to the UTRGV Support Center



**IT Announcements** 

[Copilot Training Sessions Available](#)

[Wolfram Mathematica](#)

**Popular Articles** 

[Obtain IP Address from Konica Printer](#)

[Connecting Second Monitor \(DisplayPort Multistreaming\) – Laptops](#)

[Enterprise Resources](#)

[Forward Calls from Your Cisco Desk Phone](#)

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

[How to Request IT Support](#)

[Microsoft Multi-Factor Authentication App - Install or Reinstall the App](#)

Information Technology

Information Security Office

University Police

Research

Medicine

Facilities

View My Tickets

4. Select Get Access!, as shown below.

The screenshot shows the UTRGV Information Technology website. The navigation bar includes links for Home, Information Technology, Information Security Office, University Police, Medicine, Research, Facilities, and Translation and Interpreting. Below the navigation bar is a banner for UTRGV Information Technology with a background image of a building. A text block below the banner states: "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." Below this is a grid of service tiles. The 'Get Access' tile, which features a person icon with a checkmark, is highlighted with a red rectangular border. Other tiles include 'Change or Reset Password', 'Request Service', 'Something Broken?', 'Ideal/Project Request', 'Software Assessment', 'Guest Accounts', 'Departmental Email', 'Install Software', 'Reimage/Cleanup', 'IT Service Catalog', and 'Video Conference'. Below the grid are three sections: 'IT Announcements' with links for 'Copilot Training Sessions Available' and 'Wolfram Mathematica'; a 'Getting Started' dropdown menu; and 'System Status' with a link for 'Internet Connectivity'. To the right of the grid is a 'Request Service' dropdown menu with options: 'Request Service', 'Something Broken?', 'Hard Drive Removal for Surplus', 'Get Access', 'Find Answers', and 'My Open Requests'. Further right is the 'Contact the IT Service Desk' section, which includes the phone number 956-665-2020, 'In Person' contact information for Brownsville Main Building (BMAIN Main 1.212A) and Edinburg Computer Center (ECCTR Lobby), and 'Live Chat' information.

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

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

## Get Access!

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

### Attachment

Browse... No file chosen

### Requestor \*

Start typing...

Requestor is required.

### 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 \*

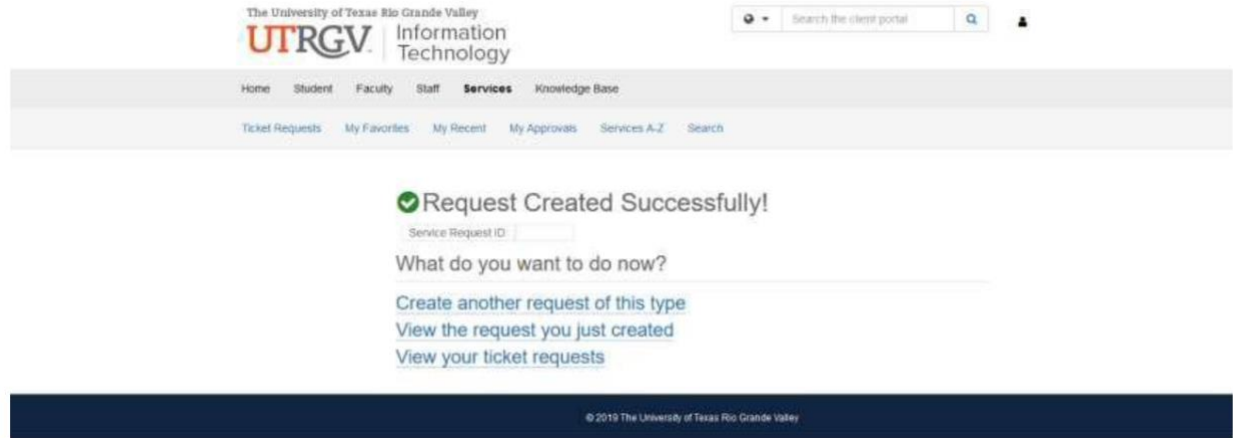
Format Font Size A B I U S x, x<sup>2</sup> I<sub>x</sub>

Rich text editor toolbar icons

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.

Submit

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



8. An email will be generated and sent to you from TeamDynamix.

- email confirmation on your ticket request

**Note:** Once you have submitted your access request 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.