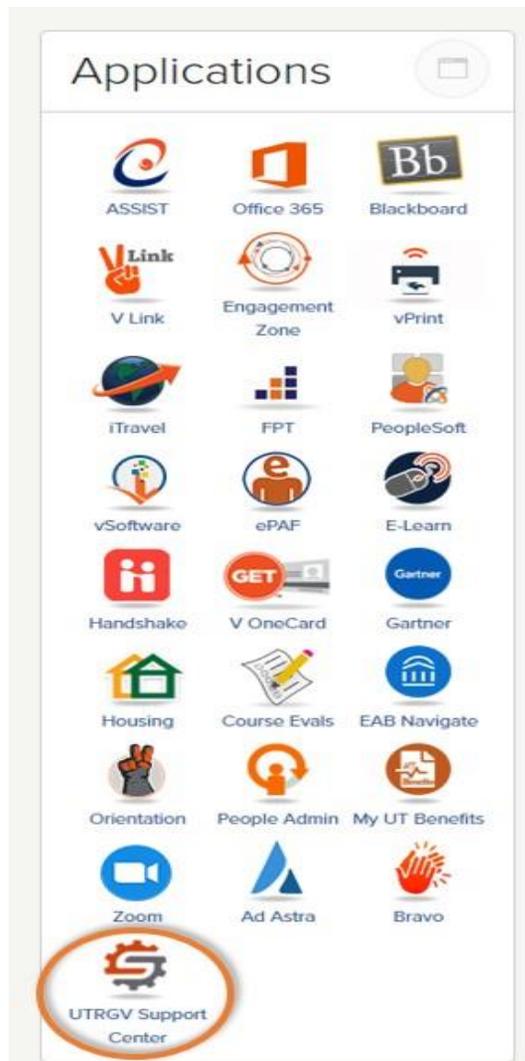


Please use the following steps to request *tick@lab* access:

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



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

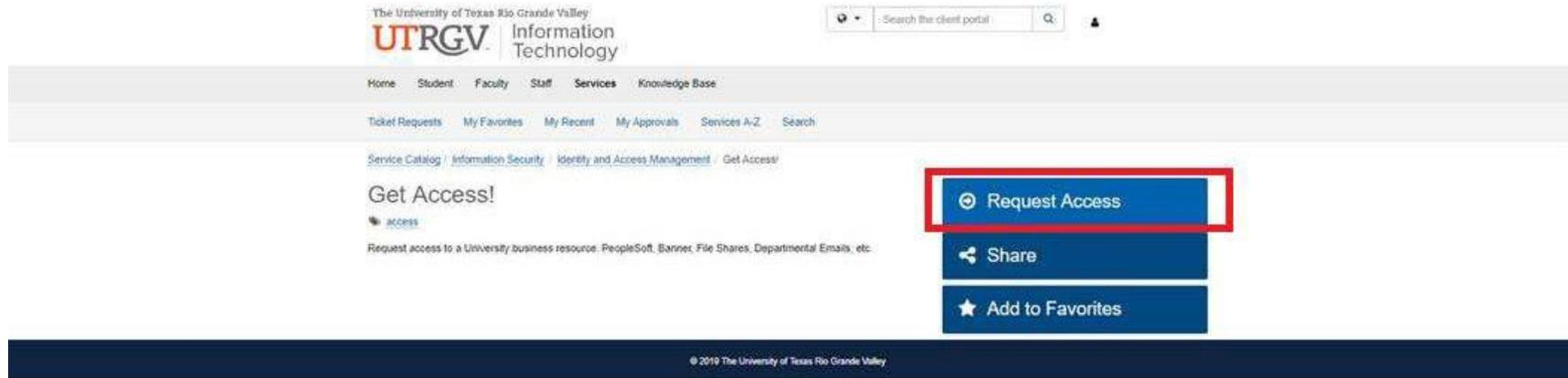
The screenshot shows the UTRGV Support Center website. At the top left is the logo for The University of Texas Rio Grande Valley. To its right is a search bar with the text "Search the client portal" and a magnifying glass icon. Below the logo and search bar is a navigation menu with the following items: Home, Information Technology, University Police, Projects/Workspaces, Services, and Knowledge Base. The "Information Technology" item is highlighted with an orange border. Below the navigation menu is a large banner image of the UTRGV campus buildings. Underneath the banner is the text "Welcome to the UTRGV Support Center". Below this are three main sections: "IT Maintenance Announcements" on the left, "Information Technology" in the center (highlighted with an orange border), and "View My Tickets" on the right. The "Information Technology" section contains a sub-menu with "University Police" below it. The "IT Maintenance Announcements" section lists several alerts, including "Service Alert – Planned Outage: IT Scheduled Downtime: VPN Firmware Update (Edinburg)", "Windows 10 Version 21H2 Update - Computer Restart Required", and "Monthly Computer Configuration-Computer Restart Required". Below the announcements is a "Tweets" section featuring a tweet from UTRGV (@utrgv) about an exhibition of Women and LGBTQIA+ Artists. The "View My Tickets" section provides contact information for the University of Texas Rio Grande Valley, including the phone number 1-844-ATUTRGV and three addresses in Brownsville, Edinburg, and Harlingen, Texas. The "Information Technology" section also contains a "Popular Articles" list with links to "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".

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, the university logo is on the left, and a search bar labeled "Search the client portal" is on the right. Below the logo is a navigation menu with links for Home, Information Technology, University Police, Projects/Workspaces, Services, and Knowledge Base. The main content area is titled "Information Technology" with a checked checkbox. It is divided into several columns:

- System Status:** Shows a warning icon for "Internet Connectivity" with a link to "View all systems." and a legend for "Outage" (red circle) and "Incident" (yellow triangle).
- Getting Started:** Features a video thumbnail titled "Introduction to UTRGV IT Support Center".
- Quick Links:** Lists links for "Submit a Ticket", "Change or Reset Password", "My Tickets", "Services Health Status", "Idea/Project Request", and "Software Assessment Request".
- IT Maintenance Announcements:** Lists alerts such as "Planned Outage: IT Scheduled Downtime: VPN Firmware Update (Edinburg)", "Windows 10 Version 21H2 Update - Computer Restart Required", and "Monthly Computer Configuration-Computer Restart Required".
- Popular Services:** A list of services where "Get Access!" is highlighted with a red box. Other services include "Submit a Ticket", "Install Software", "Video Conference", "Guest Accounts", "Departmental Email", "Idea/Project Request", "Reimage/Cleanup", and "Hard Drive Removal for Surplus".
- Popular Articles:** Lists articles 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".
- Contact or visit the IT Service Desk:** Provides contact information for Brownsville, Harlingen, South Padre Island, and Edinburg, along with "Hours of Availability" and a link to "view Service Desk hours".
- Tweets:** A tweet from @utrgvit announcing that IT is accepting work-study applications for Service Desk Agent positions.

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



6. 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.

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 *

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 *

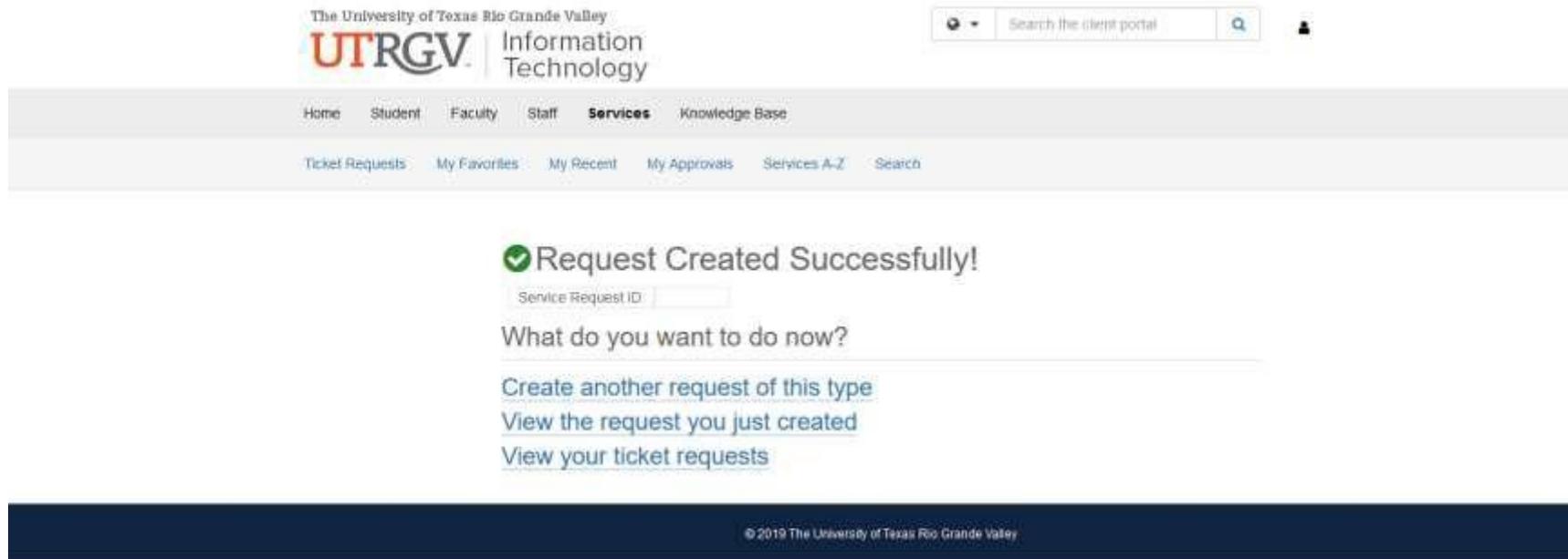
Format Font Size A- B I U S x, x² Ix

Insert Link Unlink

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 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.