Request Athena Access Process

Step 1 – Login to support.utrgv.edu and select "Services" on the top bar.

Step 2 - Click the "Clinical Services" link on the right hand side of the page as shown below.

Step 3 Select "Request Service"

Step 5 - Select **"Athena Access Request"** and then select your request depending on what type of access you need. Fill in all required feels and click "request" at the bottom of the page.

1. **Add Department** – This request is used for requesting access to new departments in Athena.
2. **Add Role** – This request is used to add roles to your Athena profile. For example "Front Desk" "Billing Role" or another access that needs to be added to your Athena profile.
3. **Credit Card Processing Privileges** – This request is for any users that need access to process payments in Athena.
4. **Edit Existing Role** - This request is used to change roles on your Athena profile. For example, "Front Desk" "Biling Role" or another access that needs to be added to your Athena profile.
5. **Mental Health Department Access** – This request is for access to any mental health department. Any requests for access to a mental health department will not be approved unless this type of request is submitted.
6. **New User Request** – This request is for users who have never had access to the Athena for UTRGV.
7. **Reinstate Access Request** – This request is for users who have previously had access to Athena for UTRGV, but no longer have access.

Information Regarding Request

Request Type *

Athena Access Request   × ▾

Athena Access Disclaimer
All service requests will be completed within 24 business hours. Business hours are considered between 8:30am to 12pm and 1pm to 5pm. All service requests subject to additional business hours if necessary.

What service would you like to request? *

Start typing...   ▴

| 🔍

Add department
Add Role
Credit card processing access
Edit existing role
Mental Health Department Access
New User Request
Reinstate Access Request
Remove department

All information is sent securely and complies with HIPAA policies.

Attachment ❓

Browse...   No file chosen

Request

Step 6 – The ticket will now be sent to the requestor's supervisor for approval to their UTRGV email. After clicking the link in the email, you will be redirected to the request.

Step 7 - You have the option to approve or deny the request as shown below. If you chose to approve the request be sure to hit SAVE or it will not be sent to the next step.

Step 8 – After the supervisor has approved the request, agreements will now be sent to the requestor to their UTRGV email. You will receive agreements based on the type of request submitted.

TDX Workflow Step Assignment (Information Security and Pr...)

GO   <notify@teamdynamixapp.com>
To ✔

ⓘ Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Workflow Step Assignment

You are assigned to the "**Information Security and Privacy Agreement**" Choice workflow step.

To act on this Choice step, click the link below:
Information Security and Privacy Agreement Workflow Step

Step 9 - You have the option to approve or deny the request as shown below. If you chose to approve the request be sure to hit SAVE or it will not be sent to the next step.

Home	Student	Faculty	Staff	Clinical Staff	Services	Knowledge Base

Project Requests   Ticket Requests   My Favorites   My Recent   My Approvals   Services A-Z   Search

Current Workflow Step

Service Request Details

Service Request
Clinical Services

Choice Step Details

Step
Information Security and Privacy Agreement

Assigned To

Description
The agreement information can be found in the link below. Please select "Yes" if you agree.

https://www.utrgv.edu/som/forms/_files/document...

✔ Yes

✔ No

➔ Re-send Notification

Requestor

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Current Workflow Step

Yes

Comments

🖫 Save   Cancel

Step 9 – After this your request will be sent to SOM IT for processing.