

Instructions to open a TDOT Helpdesk Ticket

To Start

Double-click on the Helpdesk Ticket icon on your desktop



Log In

Welcome to IT Services

**Your User ID is your JJ#
(Example: jj00547)**

**Type in your JJ# and
click "Submit"**

Main Login

User ID

Submit

Click for Alternate Login

Having problems logging in? Try the Alternate Login option.

Still having problems? Please call the STS Customer Care Center at 615-741-1001 or Toll Free at 800-342-3276.

Next

Search the Transportation IT Services


Transportation Service Catalog
Browse the catalog for services and items you need.


My Requests
View all your open request, incident, change and problem records in ServiceNow.


My Completed Requests
View all your request, incident, change and problem records that have been Completed within the last ninety (90) days.


My Surveys
View and complete surveys assigned to you.

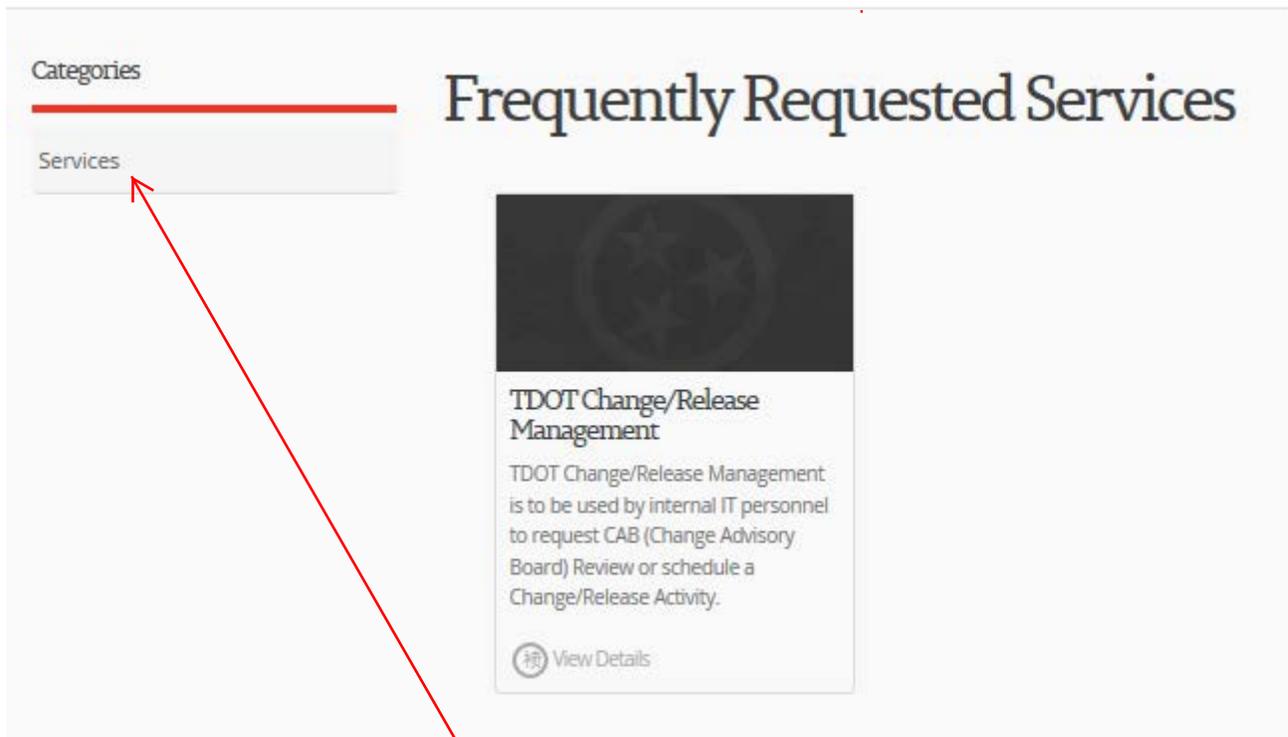

Transportation Knowledge Base
Coming soon...


My Approvals
Approve any open requests in your queue.


My Assets
View all the assets currently assigned to you.


TeamTN Home Page

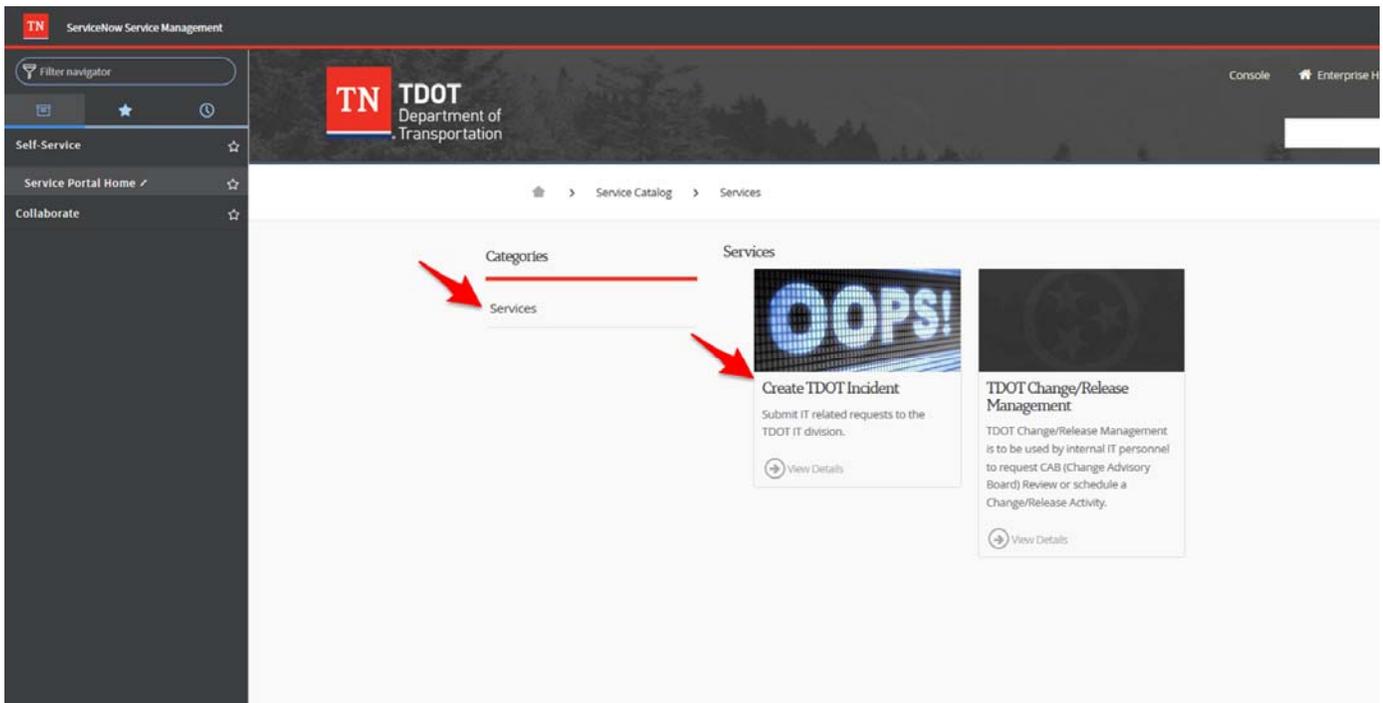
Click on "Transportation Services Catalog"



Click on "Services"

Next

Click on "Create TDOT Incident"



**Fill out the form and click submit.
There is a place at the bottom to add an attachment.**

Service Catalog > Services > Create TDOT Incident



Create TDOT Incident

Submit IT related requests to the TDOT IT division.

Use this service to submit IT related requests to the TDOT IT division.

*** Please provide the user's account name and/or RACF ID.**
jj _ _ _ _ _ @ tn.gov

*** Please provide a contact phone number.**
Please enter a valid phone number in the standard format of (123) 456-7890.

*** Please select the region associated with this request.**
-- None --

*** Please provide the location associated with this request.**
Please include as much detail as possible including the building name, address, floor, etc...

**The first line ask for your
"user's account name and/or RACF ID"
YOUR USER ACCOUNT NAME is "your JJ number @tn.gov"
(Example: jj00547@tn.gov)**

Note you will recieve an email confirming your help desk ticket.