

UIS Client Support Portal ^[1]

October 1, 2026 by [ES and UIS Communications](#) ^[2]

We've all been there—you send an email to request help or report an issue, and then you're left wondering: Did they receive it? Who is working on it? What is the status?

It doesn't have to be that way. There's a faster, more transparent way to get and track the help you need.

Our [UIS Client Support Portal](#) ^[3], powered by TeamDynamix, is a single, centralized destination designed to give you direct control over your incident and service requests.

- A service request is a request that initiates a service action previously agreed to as a normal part of service delivery.
- An incident is an unplanned interruption in service or a reduction in the quality of a product or service.

Here is what you have access to:

- **Visibility:** See all your open incident and service requests, progress notes and updates in real time. No more guessing or digging through inbox threads.
- **Faster Resolutions:** Engage (using comments) in real time as a ticket progresses. Add relevant documentation as attachments, leading to faster request resolution.
- **Easy access to UIS Knowledge Resources:** A simple, unified location to access quick how-to guides, resource, and our UIS service catalog.

It's intuitive and easy to use. Check out our [Getting Started guide](#) ^[4] or talk to your Customer Success Manager if you need help.

[ITSM](#) ^[5]

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