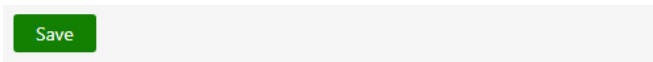


## Clarification of the “On Hold” Status in TeamDynamix

As mentioned in the TeamDynamix KB article, [Ticket Standards and Status Types](#), “On Hold” is used when a Technician is waiting for action by someone else and may continue later (e.g., waiting for a vendor or the customer). **To be more specific, “On Hold” means that there is no task an IT professional can perform until there is an action or response from someone external to IT, including on-campus entities such as SIS, ASM and IAR. However, if an IT Admin Support technician is waiting for AP to pay an invoice, the ticket should remain “In Process.”**

When changing the ticket status to “On Hold” the Technician needs to also enter a comment to explain the reason for the hold:

1. Open Ticket.
2. Click down arrow in blue **Actions** button and choose **Update**.
3. Enter **New Status** by clicking down arrow and choosing **On Hold**.
4. If desired, enter date under **Goes Off Hold**.
5. In box under **Comments** enter reason for putting ticket **On Hold**.
6. Click **Save** button at the top.



Save

### Testing

Service Request ID: 5411857

New Status \*  
On Hold

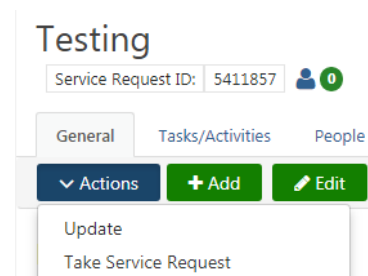
Goes Off Hold  
Clear Off Hold Date

If "Goes Off Hold" is blank, the service request will never go off hold.

This service request was created with a type that had no associated time types or the time types were removed from the service request. You will not be able to add time to this service request as there are no associated time types.

Comments \*  
Templates  Make comments private (only visible to you)

Reason put on hold: Waiting for client response.



### Testing

Service Request ID: 5411857

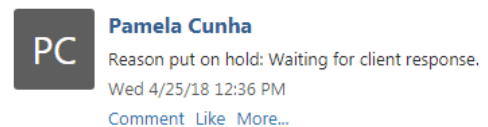
General Tasks/Activities People

Actions Add Edit

Update  
Take Service Request

7. The comment will show at the top of the **Feed** so it can easily be seen when the ticket is opened.

### Feed (2)



**PC** **Pamela Cunha**  
Reason put on hold: Waiting for client response.  
Wed 4/25/18 12:36 PM  
[Comment](#) [Like](#) [More...](#)

**PLEASE NOTE:** When a Technician places a ticket on hold, it will temporarily be removed from the **My Work, My Assignments**, and **My Accomplishments** lists in the **My Work** application. However, it will still show in the **CSUMB Technician** desktop. Technicians can specify a set date/time at which the ticket will be automatically taken off hold or place the ticket on hold indefinitely. A ticket can be manually taken off hold by changing it to another status.