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REQUESTING ACCESS

• Submit a TD ticket here:
  https://wvu.teamdynamix.com/TDClient/Requests/ServiceDet?ID=8339
  – Click Request Access
  – Subject: Access to DGWorks-Patch and Portal-Patch Apps
  – Description: Request access to the “DGWorks-Patch and Portal-Patch Apps”. Please be sure to include your username or ID.

• Email Registrar@mail.wvu.edu to receive test usernames and passwords. Please include “Access to Test Users” in the subject of the email.
USING MASTERAPPS

• Navigate to masterapps.wvu.edu

• If you have never used Masterapps, you will need to install the client on your PC. If you are using a shared PC, it likely already has the client installed.

• Additional information on accessing and installing Masterapps can be found here:
  – https://wvu.teamdynamix.com/TDClient/KB/ArticleDet?ID=7705
  – https://wvu.teamdynamix.com/TDClient/KB/ArticleDet?ID=7710
USING MASTERAPPS

- Once you have installed Masterapps, log into the system.
USING MASTERAPPS

- If you would like to use the test user in Degree Works only, click on the icon labeled DGWorks-Patch.

- If you would like to use the Portal including access to STAR and Schedule Builder, click the Portal-Patch icon.
UTILIZING TEST USERS

• After clicking on the icon, a download will start. Accept the download and run the program.
• This will open a Firefox window.
• You should see a login page like you would when logging into the portal normally.
• Use the username and password provided by the Registrar’s office to log into the system.
UTILIZING TEST USERS

• Once you have logged in, you can access the system as a test student. There have been both undergraduate and graduate students created.
• All FERPA information has been removed so you can use the test users for student presentations.
UTILIZING TEST USERS
ISSUES/QUESTIONS?

If you are having issues logging in, please do not reset the passwords or try to reclaim the account. Please contact the OUR and we can assist you.

Office of the University Registrar
304.293.5355
Registrar@mail.wvu.edu