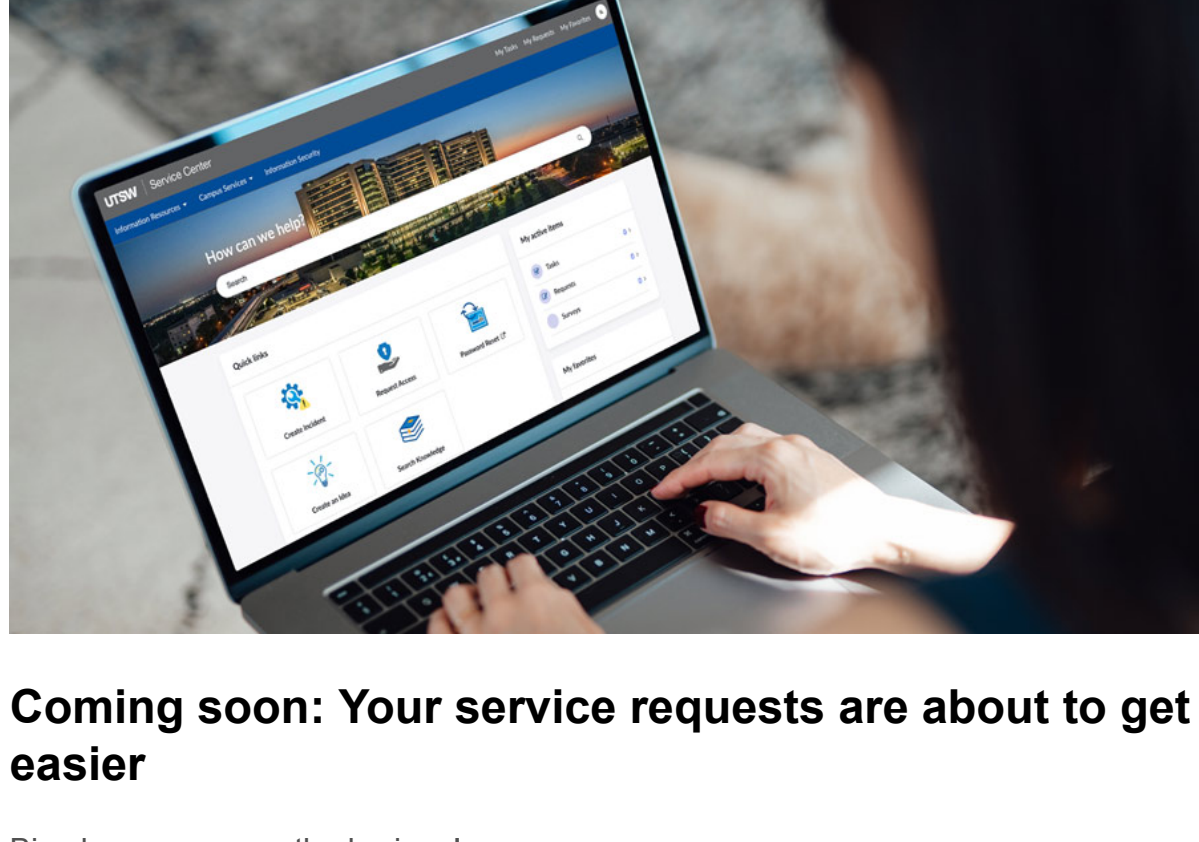




Coming soon: Your service requests are about to get easier

Big changes are on the horizon!

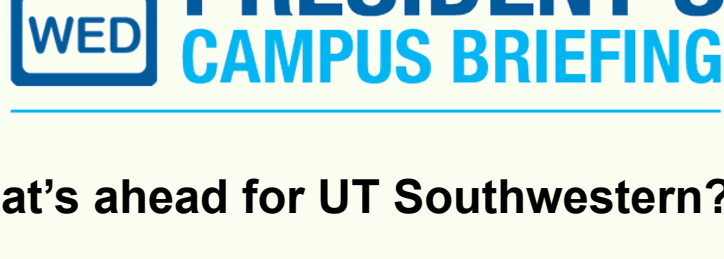
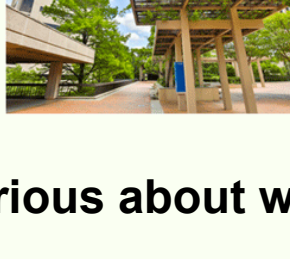
As mentioned in *Insider* last month, starting Sept. 10, the new UTSW Service Center portal will replace the current ServiceNow catalog, and it's designed with you in mind.

The modern interface introduces a range of helpful features to make your experience smoother and more efficient. Highlights include an advanced search function that helps you quickly find what you need and enhanced ticket tracking that streamlines service request management – saving you time with greater accuracy.

As we count down to the Sept. 10 launch, we invite you to preview the new platform by watching the training video linked below. For convenience, we've time stamped some key topics, including:

- How to submit a service request (0:44)
- How to submit an incident (1:55)
- How to submit an idea (3:32)
- Access and view knowledge articles (5:08)
- Follow up and check your request status (6:34)

[Preview the new UTSW Service Center](#)



Curious about what's ahead for UT Southwestern?

Kick off the new academic year by joining President **Daniel K. Podolsky, M.D.**, for the first President's Briefing of the season at 9 a.m. next Wednesday, Sept. 3. This is your opportunity to hear directly from Dr. Podolsky about the latest developments, priorities, and institutional vision.

Your voice matters. We received a large number of questions from the campus community to help shape next week's conversation. Thank you for your engagement!

[President's Campus Briefing](#)



CUH garage traffic flow change Sept. 2-5

Beginning Sept. 2, overnight (8 p.m.-5 a.m.) construction will require the closure of the bridge connecting Staff/Visitor Garage B and Faculty/Staff Garage C at William P. Clements Jr. University Hospital (CUH). Normal access to both garages will remain open, and the bridge will reopen each morning. Drivers are encouraged to observe local signage, both inside and outside the garages, which will provide guidance through the period ending Sept. 5.



Tiny treasures of medical history

Step into a world where medicine meets miniature art. The UT Southwestern Special Collections Library & University Archives is now showcasing a special stamp exhibit that traces global health milestones through the lens of philately, the study of postage stamps and postal history.

This unique collection features stamps from the personal archive of **Albert M. Tocker, M.D.**, a respected Dallas allergist who practiced for several decades before retiring in 1980. Donated to the library shortly after Dr. Tocker's passing in 1983, the exhibit highlights significant medical and scientific milestones from around the world, including:

- The World Health Organization's global campaign to eradicate malaria
- The 40th anniversary of the International Federation of Red Cross and Red Crescent Societies
- Influential medical professionals and researchers
- Localized commemorative stamps with historical relevance

We invite you to explore this compelling intersection of medicine, history, and design.

[Get a sneak peek on Instagram](#)



Save the date, submit your abstracts for the PMID Symposium

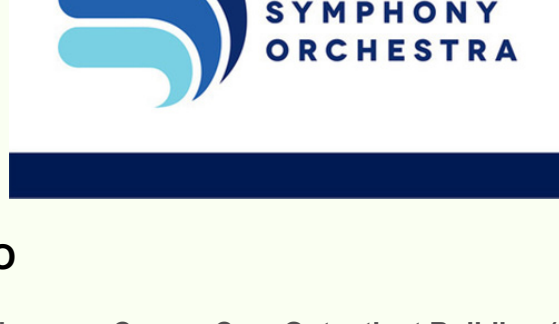
Mark your calendars for Oct. 24, and get ready for the UT Southwestern Program in Microbes, Immunity, and Disease (PMID) Symposium.

This event brings together researchers from both clinical and basic science disciplines who share an interest in infectious disease, immunology, microbiology, and inflammation. The symposium will feature presentations from UTSW investigators and a keynote address by **Eric Skaar, Ph.D., M.P.H.**, Director of the Vanderbilt Institute for Infection, Immunology, and Inflammation.

Don't miss the chance to submit your abstract using the link below. They are due by **11:59 p.m., Sept. 15.**

[Be a part of the PMID Symposium](#)

Insider Guide

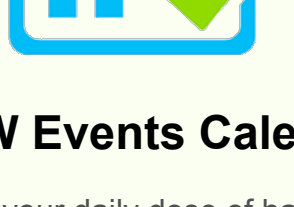


Music from the DSO

Noon-1 p.m., Sept. 8 | Simmons Cancer Care Outpatient Building (NM), Main Lobby

Members of the Dallas Symphony Orchestra will once again bring a soothing soundtrack to your day. A chamber group of musicians will perform a lunchtime concert in the main lobby for patients, family members, and employees.

[Concert details](#)



UTSW Events Calendar

Looking for your daily dose of happenings?

The UTSW Events Calendar is updated every day.

[Click to view upcoming or trending events](#)

Share your *Insider* suggestions by sending them to utswinsider@utsouthwestern.edu. Looking for an item in a past edition of this newsletter? Check out our [Insider archive](#).

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