Reference Guide

Everything you need to know to get help

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ServiceNow for Apheresis, Collection, & Donor Center Data Managers

Beginning May 22, 2019, you will no longer have an assigned CRC to answer your specific Data Operation questions. Any questions that would have been directed to your CRC, must be submitted via Center Support in the ServiceNow application.

In addition, any questions you previously submitted to the email addresses below, must now be submitted via ServiceNow:

- CIBMTR-DonorCRC@nmdp.org
- CIBMTR-CRC-jst1@nmdp.org
- CIBMTR-CenterMetrics@nmdp.org
- CIBMTR-RecipientCRC@nmdp.org
- cibmtr-centermaintenance@nmdp.org
- fnquestions@nmdp.org
- cibmtr-portalhelp@mcw.edu

Bookmark the ServiceNow link to gain quick access:
https://nmdp.service-now.com/csm

Useful Terms to Know

- **Knowledge** = Database of self-service answers; look for answers to questions and solutions
- **Need Help?** = Submit a question, concern, or request
- **My Requests** = View status of open and closed tickets

As a reminder, do not send attachments with PHI directly to your Center Support representative through email. Always use secure communication (ServiceNow) for all correspondence with the Center Support representative when sharing PHI.

Getting Started With ServiceNow

Logging into ServiceNow:
https://nmdp.service-now.com/csm

1. **Username** = FormsNet3 username
2. **Password** = FormsNet3 password
3. **Click Login**

*if your email is wrong in the FormsNet3 application, your primary data manger can update your email

*if you can cannot remember your FormsNet3 username and password, please contact the Service Desk 1-800-526-7809 x3411 or 763-406-3411
Need Help? Submitting a Question, Concern, or Document

1. **Click Need Help?** to open a ticket to submit a question to the team

The **Requested For** and **Request Submitted By** are auto-filled in with your name. You should leave the **Request Submitted By** field alone, since you are submitting it, but you can change the **Requested For** field if you are submitting a request for another person.

2. **Click** your **Center Type**

3. **Type** your **Center Number**
   a. Type in the first few numbers of your center number and then **click** to select it from the list.
4. **Select** Question Type (What is your question regarding?)

5. **Select** a Category (Relating to)

**Question Type and Category Options**

6. **Type** your question

7. *If applicable, add other team members email addresses for them to receive the response, as well*

   *please note, at this time, the system doesn’t support a group email address*

8. *If applicable, Click Add attachments to attach supporting documents*
9. Once ready, **click Submit**
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Search Knowledge: Find Answers To Your Questions

There are Knowledge Base articles on a variety of topics

- Some common questions are addressed within articles and how-to information
- As we discover new questions, new articles will be written

1. Type keywords in the search bar to your question. A list will appear with options to choose from
2. Click your choice
My Requests

1. **Click My Requests** to see your requests and status

   ![My Requests Screenshot](image)

   ![Click anywhere in line to open](image)

2. **Double Click** on the ticket you want open

   ![My Requests Table](image)

   When the ticket opens, there will be 3 sections in the view: ticket, details, and updates

   ![Ticket Details](image)
Ticket Status Timeline

Shows a timeline with current status

- **Work in Progress** = ticket being worked on
- **Pending** = usually means we need more information from you
- **Closed** = ticket has been resolved

Details

- Includes basic information about the ticket as it was submitted
- Date opened, who requested it, who it is assigned to, etc.
Updates

Updates to the ticket will be in the form of conversation in reverse chronological order

- newest comments appear at the top of the list

If follow up information is requested from a Center Support representative:

1. You may respond to the notification email directly if your content does NOT include PHI/PII
2. If you need to provide follow-up information that requires PHI/PII
   - log back into ServiceNow
   - add comments or requested attachment to your ticket
   - click Send