Greetings,

As mentioned at the TCT CRP/DM 2020 Conference, the CIBMTR Center Support application (ServiceNow) will be upgraded in early April. In preparation, some changes will be made to the Need Help form, Open Requests portal, and the email notification. We appreciate your patience with these changes while the upgrade to the system occurs and apologize for the inconvenience for the next several weeks. Below are changes that will go into effect, **Wednesday, March 11th at 7am CST.**

1. **Need Help form:**
   - Short Description field has been added to the Need Help form
   - Please do **NOT** enter PHI/PII in the short description
   - Please note, by adding the short description field, it will also appear in the open requests portal and email notifications (see below)

2. **Open Requests portal:**
   - Short description field has been added to the content of the ticket on the Service Portal
   - Confirmed attachment and description continue to appear on the record within the Service Portal
   - Fixed the truncate of the Description field in the Open Requests portal. Entire description now appears no matter the length.
3. **Email Notifications:**

- Description field and Attachment(s) have been removed
- Short description field has been added