


# CIBMTR Center Support Application Temporary Changes

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 11<sup>th</sup> 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)

|   |   |
|---|---|
| Requested For   | Request Submitted By                      |
| <input type="text" value="Monique Ammi"/>   | <input type="text" value="Monique Ammi"/> |
| * Center Type   |   |
| <input type="text" value="-- None --"/>   |   |
| * Short Description  |   |
| <input type="text" value="Do NOT include PHI or PII"/>  |   |
| <input type="text"/>  |   |

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.



## Details

**Requested For**

Monique Ammi

**Short Description**

Short description of issue you add when submitting a ticket

**Assignment Group**

Donor

**Opened On**

03/10/2020

**Center Type**

Collection

**Assigned To**

Sheryl Tasky

**Description**

Super descriptive description that we can put into the view in the ticket. Super descriptive description that we can put into the view in the ticket. Super descriptive description that we can put into the view in the ticket. Super descriptive description that we can put into the view in the ticket. Super descriptive description that we can put into the view in the ticket. Super descriptive description that we can put into the view in the ticket. Super descriptive description that we can put into the view in the ticket. Super descriptive description that we can put into the view in the ticket. Super descriptive description that we can put into the view in the ticket. Super descriptive description that we can put into the view in the ticket. Super descriptive description that we can put into the view in the ticket. Super descriptive description that we can put into the view in the ticket. Super descriptive description that we can put into the view in the ticket. Super descriptive description that we can put into the view in the ticket. Super descriptive description that we can put into the view in the ticket. Super descriptive description that we can put into the view in the ticket.

### 3. Email Notifications:

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

Ticket CSM0010871 has been opened for you.  
To update this ticket, you may simply reply to this message and add your comments to the top of the message body.

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**Ticket Summary:**

**Requested For:** Tina Thole  
**Requested By:** Monique Ammi  
**Center Number:** 10000  
**Center Type:** Transplant  
**Short Description:** Short description of issue you add when submitting a ticket

[Click Here](#) to view the ticket.

The image shows a sample email notification. At the top left is the CIBMTR logo, which consists of two overlapping circles (one green, one blue) and the text 'CIBMTR' in blue, with 'CENTER FOR INTERNATIONAL BLOOD & MARROW TRANSPLANT RESEARCH' in smaller text below it. The email body contains the following text: 'Ticket CSM0010871 has been opened for you. To update this ticket, you may simply reply to this message and add your comments to the top of the message body.' Below this is a horizontal separator line, followed by the heading 'Ticket Summary:'. Underneath, there are several lines of key-value pairs: 'Requested For: Tina Thole', 'Requested By: Monique Ammi', 'Center Number: 10000', 'Center Type: Transplant', and 'Short Description: Short description of issue you add when submitting a ticket'. At the bottom, there is a blue hyperlink that says 'Click Here to view the ticket.' The entire email content is enclosed in a white box with a thin border, and the box is set against a background of green and blue horizontal bars.