

# **CIBMTR Center Support Updates (04/29/2020)**

Effective today, April 29, 2020, after 7 business days, **RESOLVED** tickets will permanently close. What does this mean?

- The link () within the **RESOLVED** ticket email notification will deactivate after 7 business days.
- If you reply directly to the **RESOLVED** email notification after 7 business days, it will not be delivered to the ServiceNow application.

This change will allow CIBMTR Center Support to be congruent with the NMDP IT ServiceNow instance.

**If you need to reopen a **RESOLVED** ticket after 7 business days, please submit a new ticket.** In addition, in the new ticket, please reference the old ticket number.

<https://nmdp.service-now.com/csm>

Your ticket "CSM0017197" has been resolved and will automatically close in 7 business days. If you feel the issue is not resolved, please click the following link to reopen the ticket:

[Reopen ticket CSM0017197](#) **Link deactivates after 7 business days**

***Please note: After 7 business days this ticket will be permanently closed. You will not receive any response if you reply to this email and it will be necessary to open a new ticket.***

**Resolved:**

---

2020-04-28 19:34:04 - Tina Thole Customer Update

Test

**Requested For:** Tina Thole

**Form Name:** Need Help

**Center Type:** Transplant

**Short Description:**

---

This email may contain privileged and confidential information and/or protected health information (PHI) intended solely for the use of NMDP/Be The Match/CIBMTR and the recipient(s) named above. **Do not send attachments with PHI directly to your Center Support representative through email.** Please always use secure communication (ServiceNow) for all correspondence with the Center Support representative when sharing PHI.