

Reference Guide

Everything you need to know to get help

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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-centermaintenance@nmdp.org

CIBMTR-CRC-jst1@nmdp.org

fnquestions@nmdp.org

CIBMTR-CenterMetrics@nmdp.org

cibmtr-portalhelp@mcw.edu

CIBMTR-RecipientCRC@nmdp.org

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

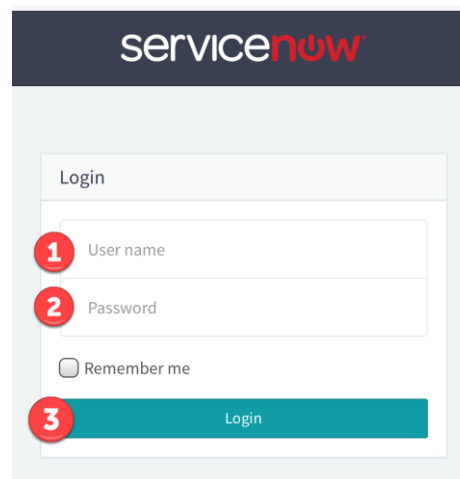
Logging into ServiceNow:

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

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

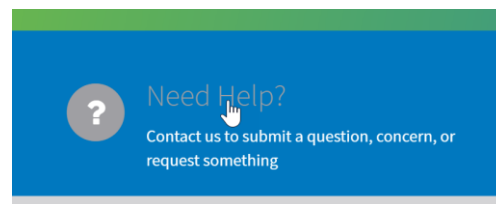
*if your email is wrong in the FormsNet3 application, your primary data manger can update your email

*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



Requested For:

Request Submitted By:

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**

* Center Type

-- None --

|

-- None --

Apheresis

Collection

Donor

Transplant

* AC/CC/DC #

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.

001

001

001-002

001-037

001-039

001-045

001-066

001-070

4. **Select** Question Type (What is your question regarding?)
5. **Select** a Category (Relating to)

4 What is your question regarding?

5 *Relating to:

Question Type and Category Options

What is your question regarding?	What is your question regarding?	What is your question regarding?	What is your question regarding?
<input type="text" value="CPI"/>	<input type="text" value="FORM Questions"/>	<input type="text" value="FormsNet3"/>	<input type="text" value="Other"/>
*Relating to:	*Relating to:	*Relating to:	*Relating to:
Options	Options	Options	Options
Forms Due List Other	700 Series Adverse Events/701 Excuse Form IDM questions/55 Protocol Deviation/3000 Queries/validations Other	Access Add a Form Attachments Change Event Date Delete a Form Reset a Form Other	Engraftment report Survivorship report Other

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

* Describe your question in detail
 Make sure to include DID# if applicable

Keep in the Loop

Add attachments

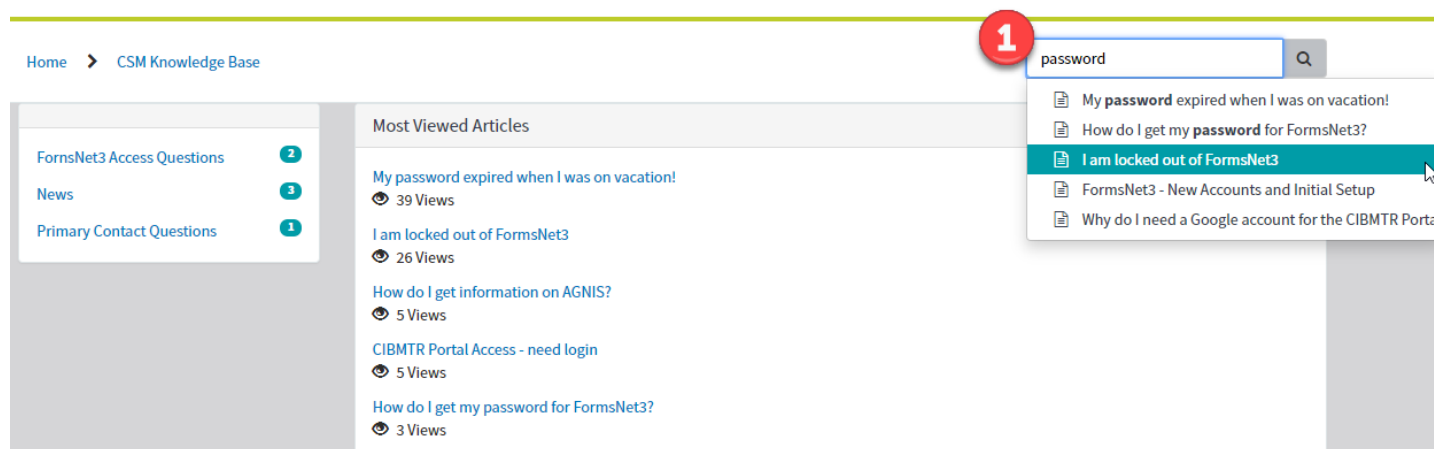
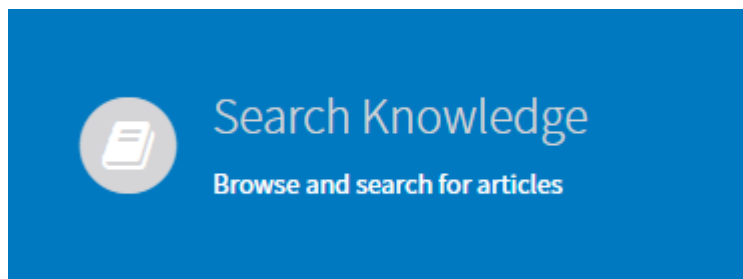
9. Once ready, **click Submit**

Submit

Search Knowledge: Find Answers To Your Questions

There are Knowledge Base articles on a variety of topics

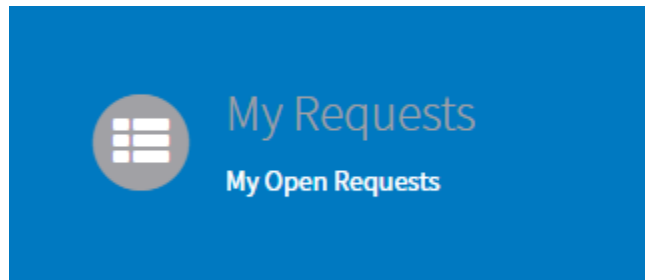
- Some common questions are addressed within articles and how-to information
- As we discover new questions, new articles will be written



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



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

My Requests Keyword Search

Number	Requestor	Requested For	State	Short Description
CSM0001295	Your name here	Your name here	Open	

< > Rows 1 - 1 of 1

Click anywhere in line to open

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

Ticket - CSM0001295 Last Updated

Open Work In Progress Pending Closed

Your ticket has been opened

Details

Requested For Your name here	Opened On 04/22/2019
Center Type Donor	
Assignment Group FN3	Assigned To
Description Testing 101.	

Updates

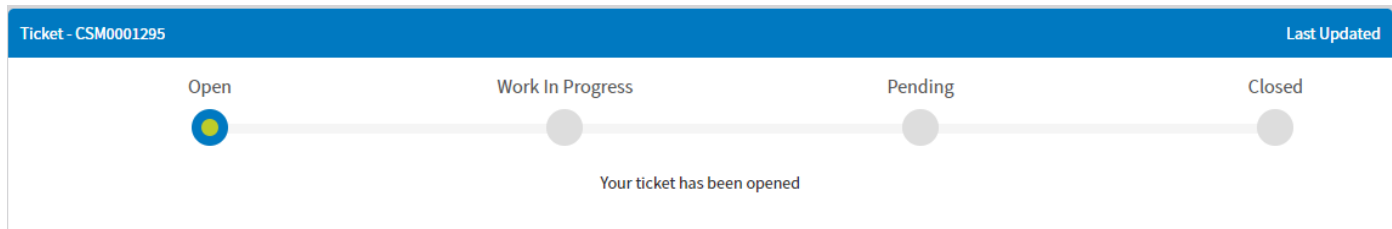
Request a status or send an update to your incident...

DL

Your name here

CSM0001295 Created

Ticket Status Timeline



Shows a timeline with current status

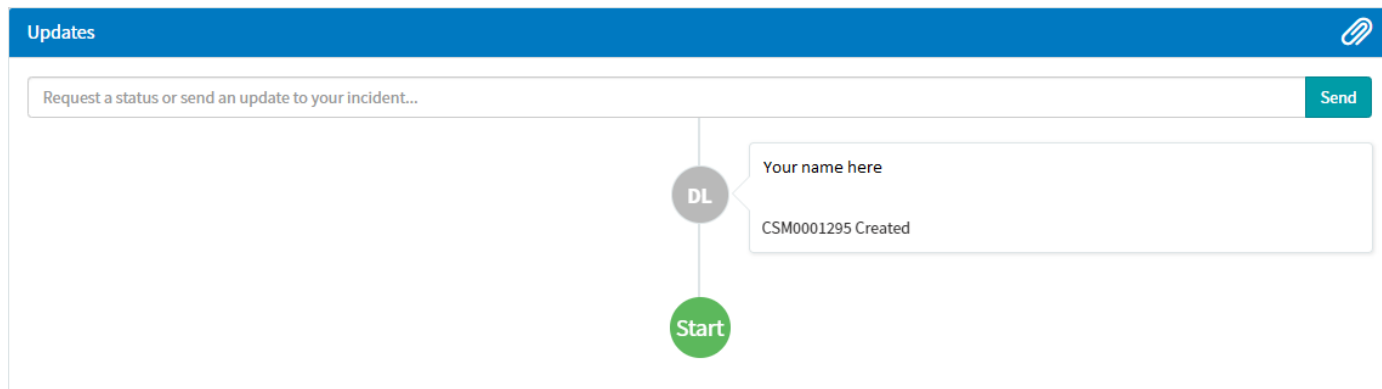
- *Work in Progress* = ticket *being* worked on
- *Pending* = usually means we need more information from you
- *Closed* = ticket has been resolved

Details

Details	
Requested For Your name here	Opened On 04/22/2019
Center Type Donor	
Assignment Group FN3	Assigned To
Description Testing 101.	

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

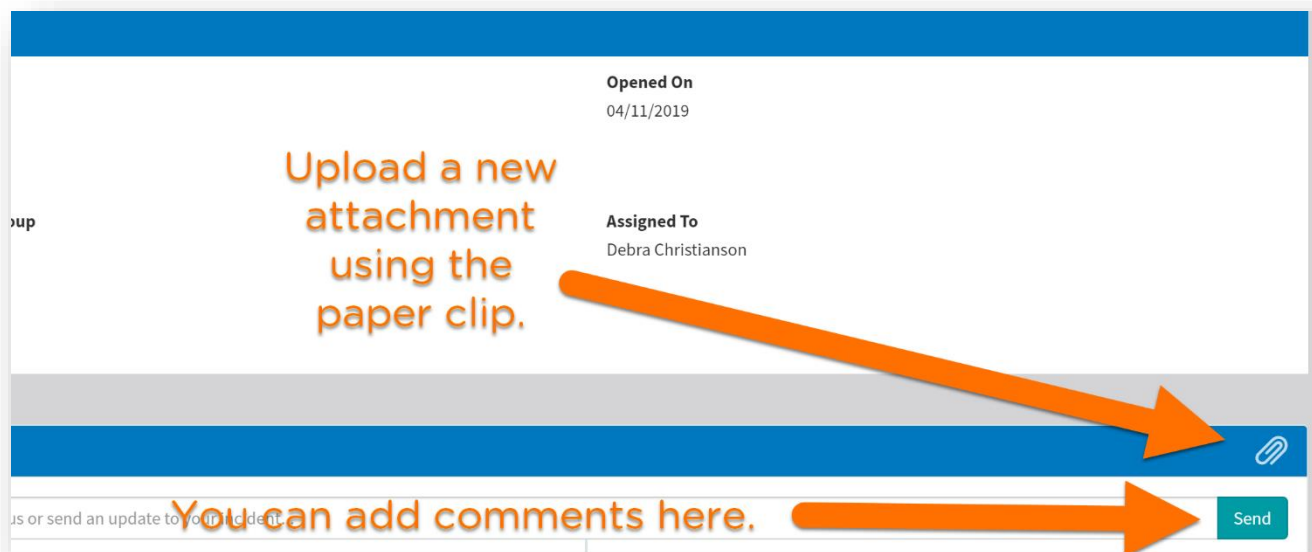
Updates



The screenshot shows the 'Updates' section of a ServiceNow ticket. At the top, there is a blue header with the word 'Updates' and a paperclip icon. Below the header is a text input field with the placeholder text 'Request a status or send an update to your incident...' and a green 'Send' button. In the center, there is a vertical flow diagram. It starts with a green circle labeled 'Start', followed by a grey circle labeled 'DL', and then a white box containing the text 'Your name here' and 'CSM0001295 Created'.

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

- newest comments appear at the top of the list



The screenshot shows the 'Updates' section of a ServiceNow ticket. The ticket is titled 'Group' and has the following details: 'Opened On 04/11/2019' and 'Assigned To Debra Christianson'. There are two orange annotations: one says 'Upload a new attachment using the paper clip.' with an arrow pointing to the paperclip icon in the blue header bar; the other says 'You can add comments here.' with an arrow pointing to the text input field and the 'Send' button.

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**