

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-centermaintenance@NMDP.ORG	CIBMTR-DonorCRC@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

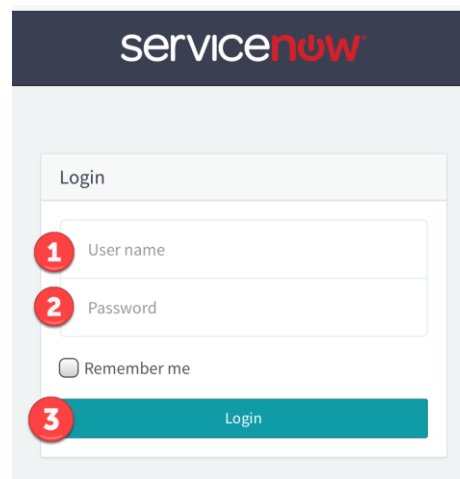
Logging into ServiceNow:

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

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

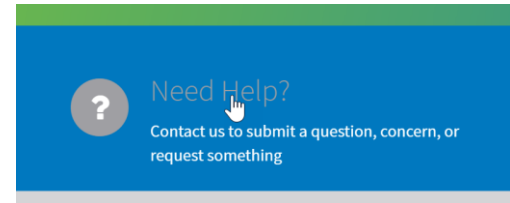
*if your email is wrong in the FormsNet3 application, your primary data manger can update your email

*if you can cannot remember your FormsNet3 username and password, please contact the Service Desk 1-800-526-7809 x3411 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

3. Type your **Center Name**
 - a. Type in the first few letters of your center name and then **click** to select it from the list.

CCN

A|

A.C. Camargo Cancer Center

A.Z. Sint-Jan

Abramson Cancer Center University of Pennsylvania

Academia Medica Gedanensis

Academic Medical Center

Academische Ziekenhuis Maastricht

Addenbrooke's Hospital - Cambridge University

4. **Select Question Type** (What is your question regarding?)
5. *If applicable, select Question Type*
6. **Select a Category** (Relating to)

4 What is your question regarding?

5 Question Type
 -- None --

6 Relating to:

Question Type and Category Options

<p>4 What is your question regarding? FormsNet 3</p> <p>5 * Question Type -- None -- HCT Cellular Therapy</p> <p>6 Relating to: Add a Form</p> <p>* Desc</p> <p>Make s</p> <p>Keep i</p> <p>Since</p> <ul style="list-style-type: none"> Add a Form Co-morbidities Consent CVDR Cytocine Release Syndrome (CRS) Delete a Form Disease Specific/ Classification Disease Status Duplicate CRID Engraftment studies (chimerism, ANC and platelet recovery, Errors and/or Validation GVHD HCT product and infusion HLA Infectious Disease Markers Lines of Therapy Method of Disease Assessment Preparative regimen Queries/ Study Requests Reset a Form TCSA Transfer Form VOD Other 	<p>4 What is your question regarding? CIBMTR Center Maintenance</p> <p>6 Relating to: Change Center Reporting Track Departing Center Staff New Center Staff Other</p>	<p>4 What is your question regarding? CPI and Forms Due (IRB, CTA, Contracts)</p> <p>6 Relating to: IRB MHA/DTA CTA Forms Due List Other Study Forms</p>	<p>4 What is your question regarding? Other</p> <p>6 Relating to: CIBMTR Clinical Trials Audit Research Reimbursements Other</p>
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*For further clarification of each sub-category, please refer to the appendix

7. **Type** your question

8. *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


9. *If applicable*, **Click Add attachments** to attach supporting documents

10. Once ready, **click Submit**

*Describe your question in detail

Make sure to provide form, detailed question, and/or CRID# if applicable

Keep in the Loop

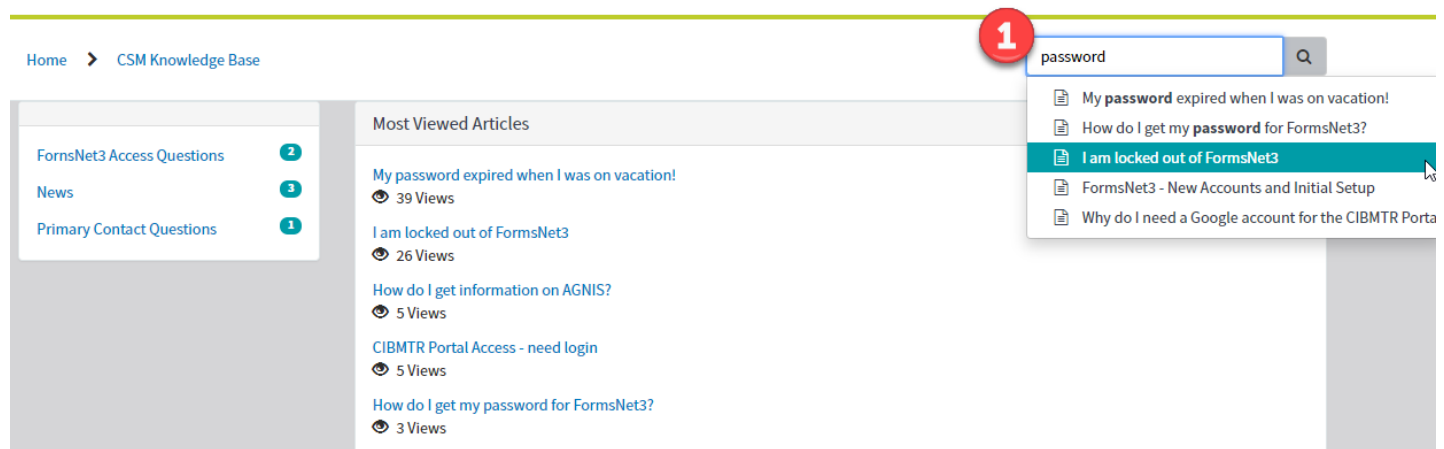
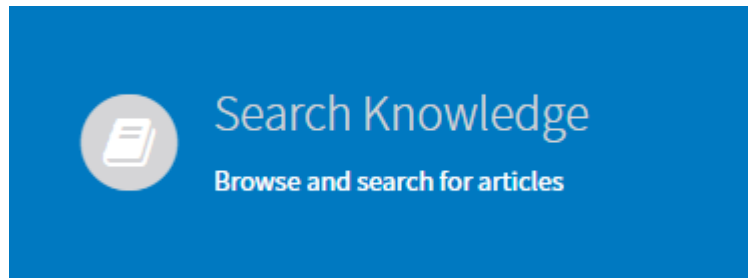
 Add attachments

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



Home > CSM Knowledge Base

password

- My password expired when I was on vacation!
- How do I get my password for FormsNet3?
- I am locked out of FormsNet3**
- FormsNet3 - New Accounts and Initial Setup
- Why do I need a Google account for the CIBMTR Porta

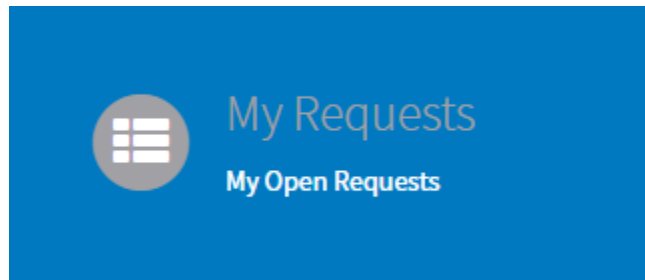
Most Viewed Articles

- My password expired when I was on vacation!
39 Views
- I am locked out of FormsNet3
26 Views
- How do I get information on AGNIS?
5 Views
- CIBMTR Portal Access - need login
5 Views
- How do I get my password for FormsNet3?
3 Views

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

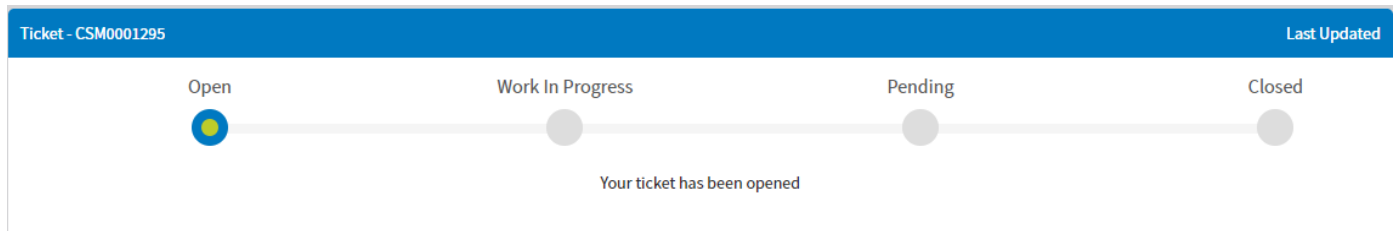
Request a status or send an update to your incident... Send

DL

Your name here
CSM0001295 Created

Start

Ticket Status Timeline



Shows a timeline with current status

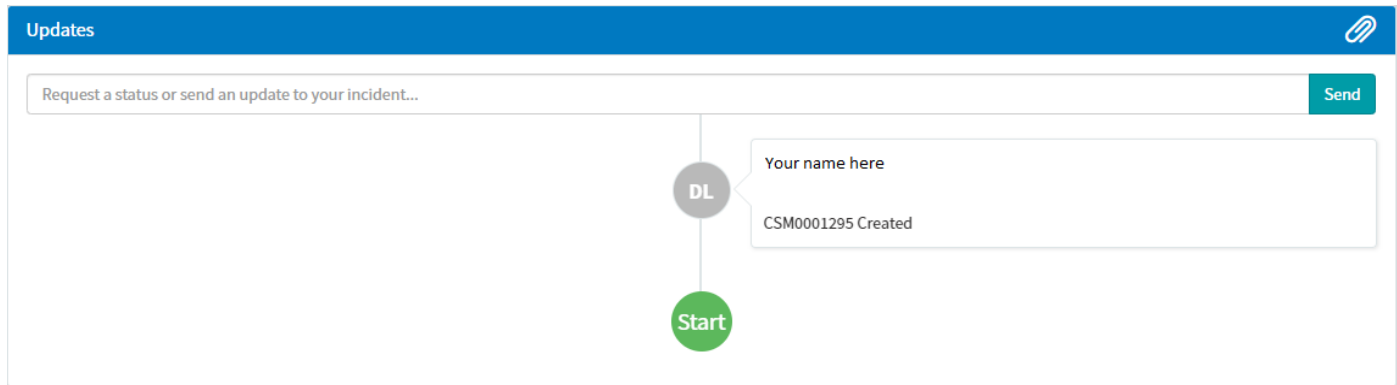
- *Work in Progress* = ticket *being* worked on
- *Pending* = usually means we need more information from you
- *Closed* = ticket has been resolved

Details

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

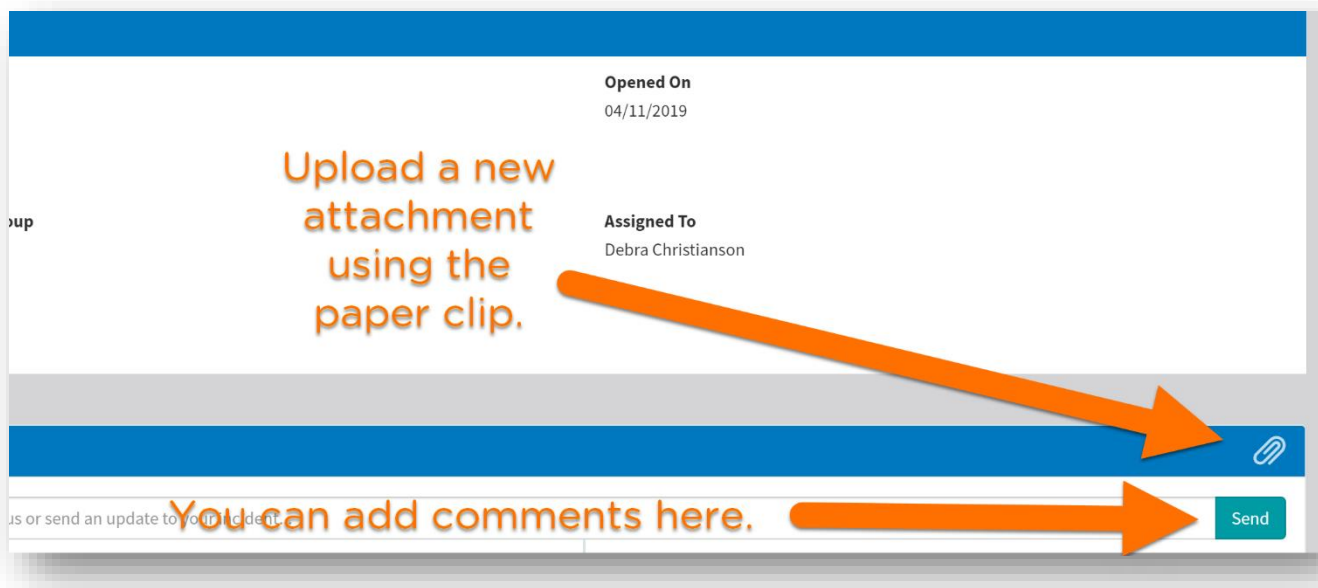
- Includes basic information about the ticket as it was submitted
- Date opened, who requested it, who it is assigned to, etc.

Updates



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**

Appendix

FormsNet3 and/or Data Reporting Questions Clarification

Disease Classification	Primary Disease
Disease Status	Pre-HCT Disease Status
	Response to Transplant
	Current Disease Status
	Relapse or Progression
GVHD	Acute
	Chronic
	GVHD Treatment or Prophylaxis
HCT Product and Infusion	Product Type
	Thaw Fields
	Analysis
	Manipulation
	Infusion Fields
Lines of Therapy	Pre-HCT
	Post-HCT
Method of Disease Assessment	Current Assessments
	Molecular Assessments
	Cytogenetic/FISH Assessments
	Flow Cytometry Assessments
	Radiologic Assessments
	Clinical/Hematologic Assessments
Preparative Regimen	Height, Weight, Dosing Weight
	Drug
	Conditioning Intensity
VOD	Diagnosis
	Therapy for VOD / SOS
	Maximum Severity
	Current Status