ServiceNow Reference Guide

Everything you need to know to get help

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Getting Started With ServiceNow

Go to: https://nmdp.service-now.com/csm

1. Enter your **FN3 username** and **password**
2. Click **Sign In**
3. Click **Send Push**
4. Approve the push notification on your mobile device

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

*if you cannot remember your FormsNet3 username and password, please contact the Service Desk at 1-800-526-7809 x3411 or 763-406-3411

As a reminder, **do not send attachments with PHI/PII through email.** Always submit PHI/PII through CIBMTR Center Support.
Need Help? Submitting a Question, Concern, or Document

1. Click Need Help? to open a ticket to submit a question/request

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

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.

4. Select a Question Type (What is your question regarding?)

Please note – these categories change depending on the types of questions we see coming into CIBMTR Center Support
Center Support for Transplant Data Managers

*What is your question regarding?*

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**FormsNet3 Data Reporting Question**

Add, Delete, Reset, or Lost to Follow-Up FormsNet3 Form

FormsNet3 Transfer Form

FormsNet3 Technical Request

Transfer Contact Information, Transfer Form Submission

Consent Tool, FN3 Error Question (including greyed out field), Queries/Errors Correction Form, Survivorship Discrepancies, DUPLICATE CRID

Access

New User or Updates for CIBMTR Portal, FN3, Okta Verify

CIBMTR Center Maintenance

Center Closure/Withdrawl from Participation, Center

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5. Select a **Category** (Relating to)

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6. Select if your Question Type is related to **HCT** or **Cellular Therapy**

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7. If prompted, provide the **CRID, Form #**, and **Question #**

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8. Type your **question/request**
9. Need to **talk** your question/request through with a Center Support Representative?
   a. Enter your **phone number**

10. If applicable, add other **team members email addresses** for them to receive the response, as well
    b. please note, at this time, the system doesn’t support a group email address

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

12. Once ready, click **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 added

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 the status of each one

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

When the ticket opens, there will be 3 sections in the view: **ticket status, details, and updates**
Ticket Status Timeline

Shows a timeline with current status
- **Open** = ticket has been submitted
- **Work in Progress** = ticket being worked on
- **Pending** = usually means we need more information from you
- **Closed** = ticket has been resolved

**Details**

Includes basic information: Date opened, who requested it, who it is assigned to, etc.
Updates to Open Tickets or Adding Attachments with PHI/PII

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

Attach any related documents by clicking on the paperclip.

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:
   a. add comments or requested attachment containing PHI/PII to your ticket in CIBMTR Center Support
   b. Click Send