

ServiceNow Reference Guide

Everything you need to know to get help

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As a reminder, **do not send attachments with PHI/PII through email**. Always use secure communication (ServiceNow) for all correspondence when sharing PHI/PII.

Getting Started With ServiceNow

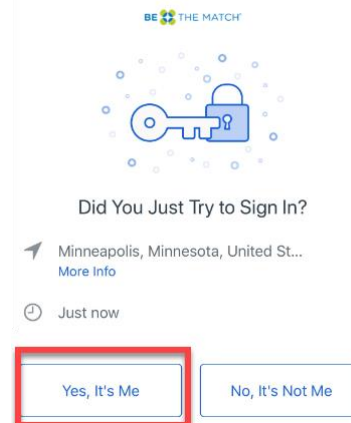
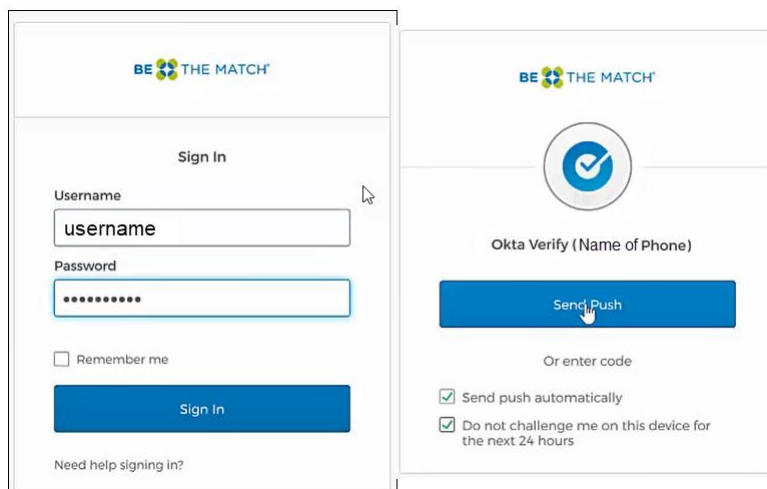
Go to:

<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

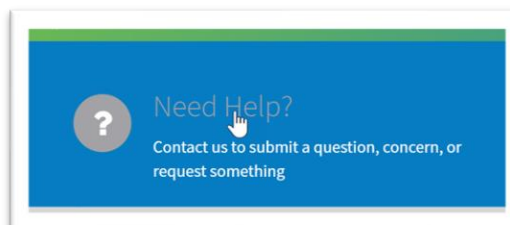
*if your email is wrong in the FormsNet3 application, your primary data manager can update your email

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



Need Help? Submitting a Question, Concern, or Document

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



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.C. Camargo Cancer Center

A.Z. Sint-Jan

Abramson Cancer Center University of Pennsylvania Medical Center

Academia Medica Gedanensis

Academic Medical Center

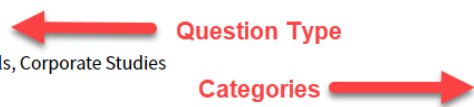
Academische Ziekenhuis Maastricht

Addenbrooke's Hospital - Cambridge University

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

*What is your question regarding?

<p>FormsNet3</p> <p>CIBMTR Audit, Clinical Trails, Corporate Studies</p> <p>CIBMTR Center Maintenance</p> <p>CPI</p> <p>CTA</p> <p>CVDR</p> <p>Duplicate CRID</p> <p>HLA</p> <p>Infectious Disease Markers</p> <p>Study Request Submission</p> <p>Transfer Form</p> <p>TCSA</p> <p>Training</p> <p>Forms Instruction Manual Update</p> <p>Other</p>	<p>Technical questions/requests (add, delete, and reset a form; errors/validation; queries/ECF); Clinical questions (co-morbidities, CRS, disease classification, disease status, engraftment studies, GVHD, HCT product and infusion, infection, lines of therapy, method of disease assessment, preparative regimen, VOD etc.)</p> <p>Audit, clinical trials, BMT-CTN, CMS Studies, VOD, SC15-04, SC17-03, SC17-10, SC18-09, SC18-10, SC18-14, etc</p> <p>Questions regarding: access, changing center reporting track, CIBMTR portal help, departing/new/updating center staff information</p>
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Please note – these categories change depending on the types of questions we see coming into CIBMTR Center Support

*For further clarification of each category for FormsNet3, please refer to the **Appendix**

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

* Relating to:

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

* Question Type

-- None --

-- None --

HCT

Cellular Therapy

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

* CRID

* Form (####)

Question(s) #

8. Type your **question/request**

* Describe your question in detail

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

9. Need to **talk** your question/request through with a Center Support Representative?

If you need to discuss this question via the phone, please enter your phone number and a good call back time


a. Enter your **phone number**

10. If applicable, add other **team members email addresses** for them to receive the response, as well

Keep in the Loop

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

 Add attachments

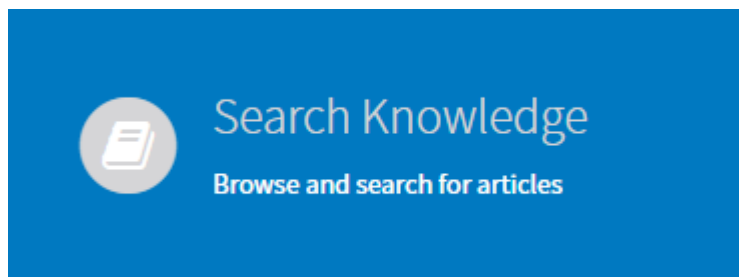
12. Once ready, click **Submit**

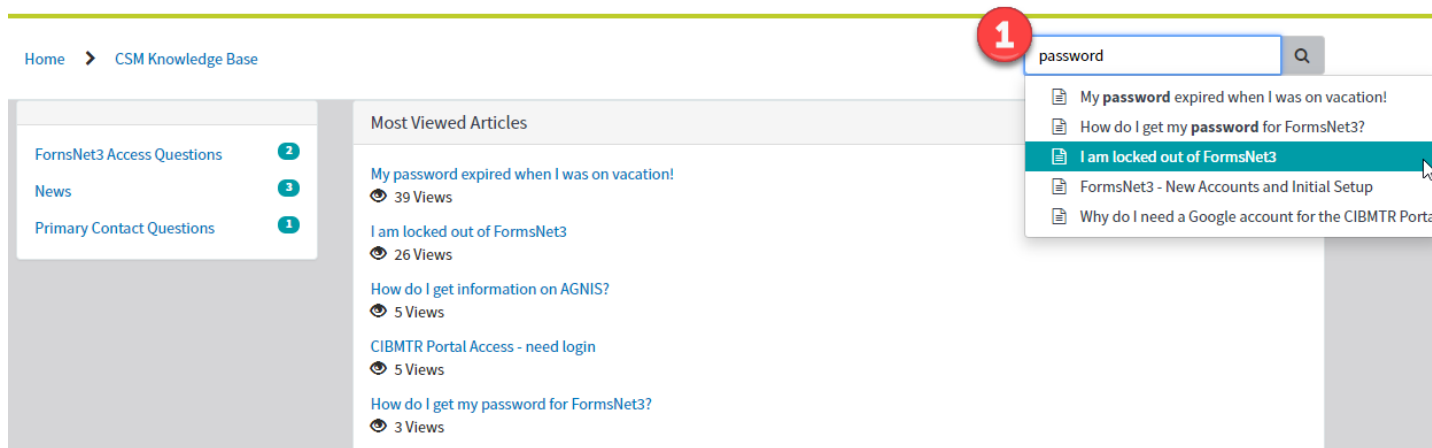
Submit

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 added

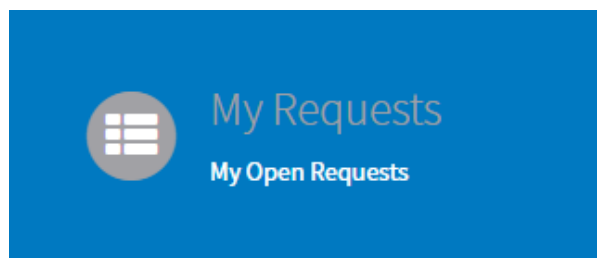




1. Type **keywords** in the **search bar** to your question. A list will appear with options to choose from
2. Click your **choice**

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

My Requests Keyword Search

Number	State	Created	Description	Requestor	Requested For
CSM0001151	Closed Complete	2019-05-03 14:35:22	test test test	Eileen Tuschl	Eileen Tuschl
CSM0001150	Closed Complete	2019-05-03 14:34:25	test test test	Eileen Tuschl	Eileen Tuschl
CSM0001541	Closed Incomplete	2019-05-28 14:09:34	TEST TEST TEST	Eileen Tuschl	Eileen Tuschl

When the ticket opens, there will be 3 sections in the view: **ticket staus, 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.

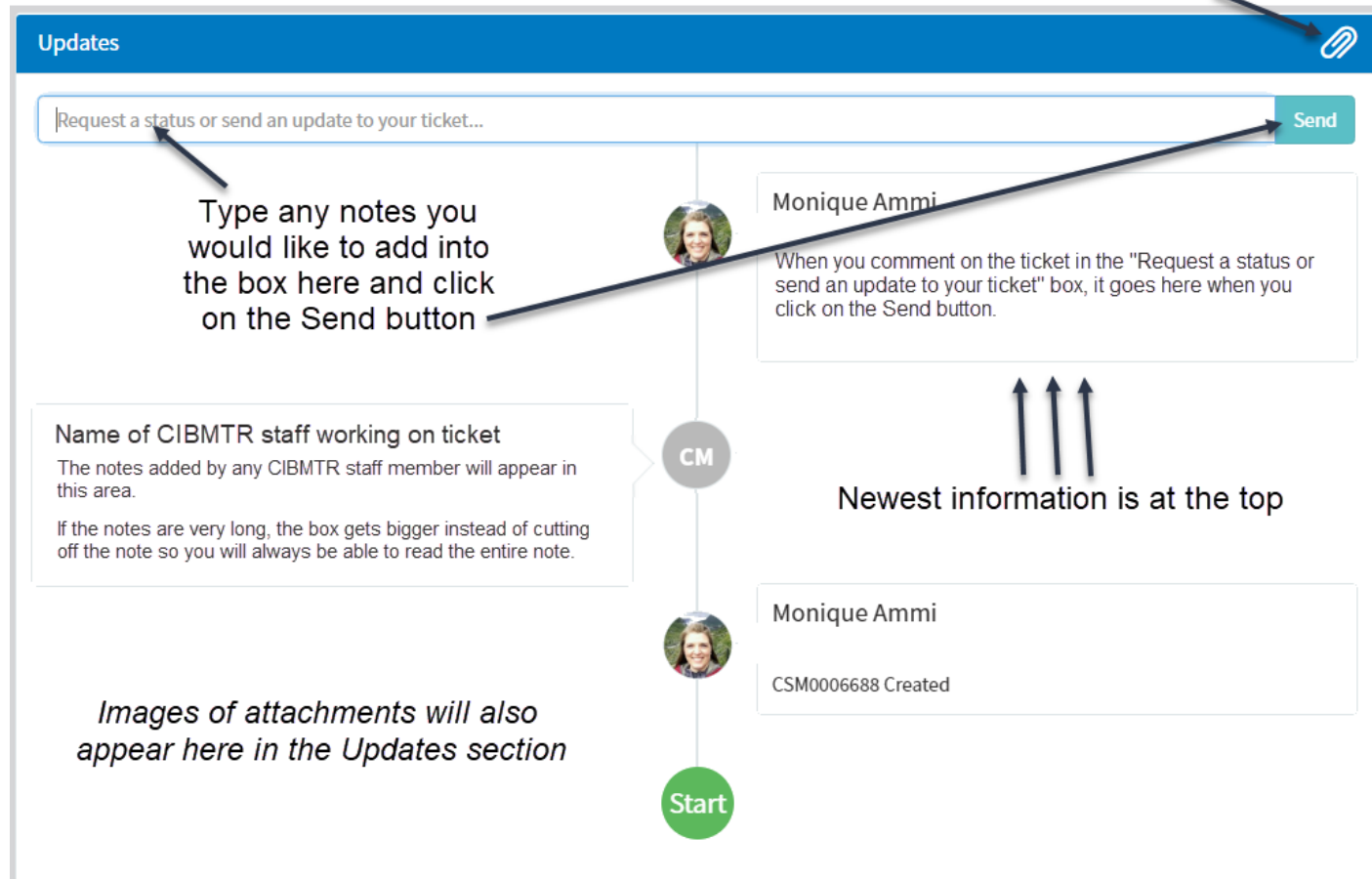
Details	
Requested For Person who made request	Opened On 09/27/2019
Center Type Transplant	
Assignment Group CSC	Assigned To Person working on the ticket
Description The text of your request will appear here	

Person who is working on the ticket shown here

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



Updates

Request a status or send an update to your ticket... **Send**

Type any notes you would like to add into the box here and click on the Send button

Monique Ammi
When you comment on the ticket in the "Request a status or send an update to your ticket" box, it goes here when you click on the Send button.

CM
Name of CIBMTR staff working on ticket
The notes added by any CIBMTR staff member will appear in this area.
If the notes are very long, the box gets bigger instead of cutting off the note so you will always be able to read the entire note.

Monique Ammi
CSM0006688 Created

Start

Images of attachments will also appear here in the Updates section

Newest information is at the top

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 ServiceNow**
 - b. click **Send**

Appendix

FormsNet3 Category 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