

Overview

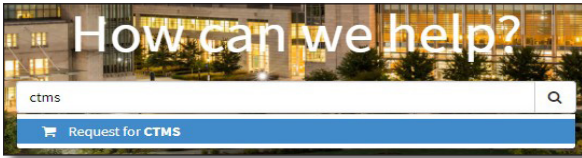
Use the new *Request for CTMS* form within the ServiceNow application to request any CTMS support. Refer to the instructions below. **Note:** This form *does not* replace the *CTMS Request (CTMSR)* form, but you can use this new method to submit a CTMSR.

Accessing the Request for CTMS Form

The *Request for CTMS* form is located within the **ServiceNow** Service Catalog. You can access it in one of the following ways.

- 1 Log in to <https://duke.service-now.com/sp>

The **ServiceNow** portal opens



- 2 Search for “ctms”
- 3 Click the **Request for CTMS** link

The form opens

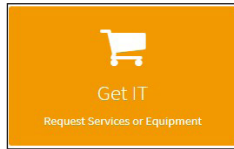
OR

- 1 Log in to <https://duke.service-now.com/sp>

The **ServiceNow** portal opens

- 2 Click **Get IT**
- 3 In the **Categories** list, scroll down and click on **DCRI**
- 4 Click **Request for CTMS**

The form opens



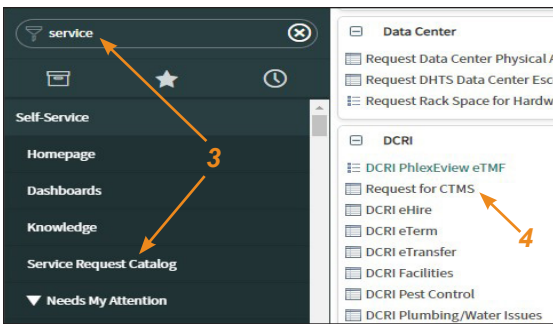
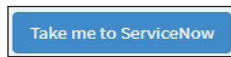
OR

- 1 Log in to <https://duke.service-now.com/sp>

The **ServiceNow** portal opens

- 2 Scroll down to the bottom of the page and click **Take Me to ServiceNow**

The **ServiceNow** application opens



- 3 Search for and select **Service Request Catalog**
- 4 Scroll down to the **DCRI** section and select **Request for CTMS**
- 5 The form opens

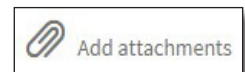
Completing the Form

Complete the form, using the following guidelines:

Field	Guidelines
Requested For	Automatically populated with your name, but can be changed by clicking the drop-down arrow and searching for and selecting a different name
Trial	(optional) If this request is regarding a particular trial, click in the field and then start typing the trial name to search for and select it
Site Number (if Applicable)	(optional) If this request is regarding a particular site number, enter it here
CTMS Request Type	Click the drop-down arrow to select the type of request. Choices include: <ul style="list-style-type: none"> • Access Request (Add/Remove) • CTMS Service Request • Protocol (Open/Close) • Problem • Report or Data Request • Other Issue
Describe Your Request	Enter a detailed description of your request. The more details the better!

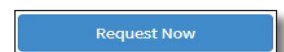
Adding Attachments

- 1 At the bottom of the *Request for CTMS* form, click the **Add attachments** button
- 2 Attach related documents, such as the *CTMSR*, *CTMS Access Request Form*, or *CTMS Protocol Setup Requirements Form*.



Submitting the Form

After you complete the form and attach any related attachments, click the **Request Now** button (upper right).



Someone from **CTMS Support** will manage your request and will communicate with you regarding its status.

Getting Help

If you have questions or comments about the content of this QRC, please email [Technology Training](mailto:dcrittrain@dm.duke.edu) [dcrittrain@dm.duke.edu]. If you experience any technical problems working with the *Request for CTMS* form that you are unable to resolve, contact the **DHTS Service Desk** by email [helpdesk1@dm.duke.edu] or phone [919.684.2243].

For help with other CTMS topics, please visit the **CTMS Learning Center** [<https://dcri.org/ctms-learning-center/>].