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](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](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](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:

<table>
<thead>
<tr>
<th>Field</th>
<th>Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested For</td>
<td>Automatically populated with your name, but can be changed by clicking the drop-down arrow and searching for and selecting a different name</td>
</tr>
<tr>
<td>Trial</td>
<td>(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</td>
</tr>
<tr>
<td>Site Number (if Applicable)</td>
<td>(optional) If this request is regarding a particular site number, enter it here</td>
</tr>
<tr>
<td>CTMS Request Type</td>
<td>Click the drop-down arrow to select the type of request. Choices include:</td>
</tr>
<tr>
<td></td>
<td>• Access Request (Add/Remove)</td>
</tr>
<tr>
<td></td>
<td>• CTMS Service Request</td>
</tr>
<tr>
<td></td>
<td>• Protocol (Open/Close)</td>
</tr>
<tr>
<td></td>
<td>• Problem</td>
</tr>
<tr>
<td></td>
<td>• Report or Data Request</td>
</tr>
<tr>
<td></td>
<td>• Other Issue</td>
</tr>
<tr>
<td>Describe Your Request</td>
<td>Enter a detailed description of your request. <strong>The more details the better!</strong></td>
</tr>
</tbody>
</table>

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 [dcriittrain@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].