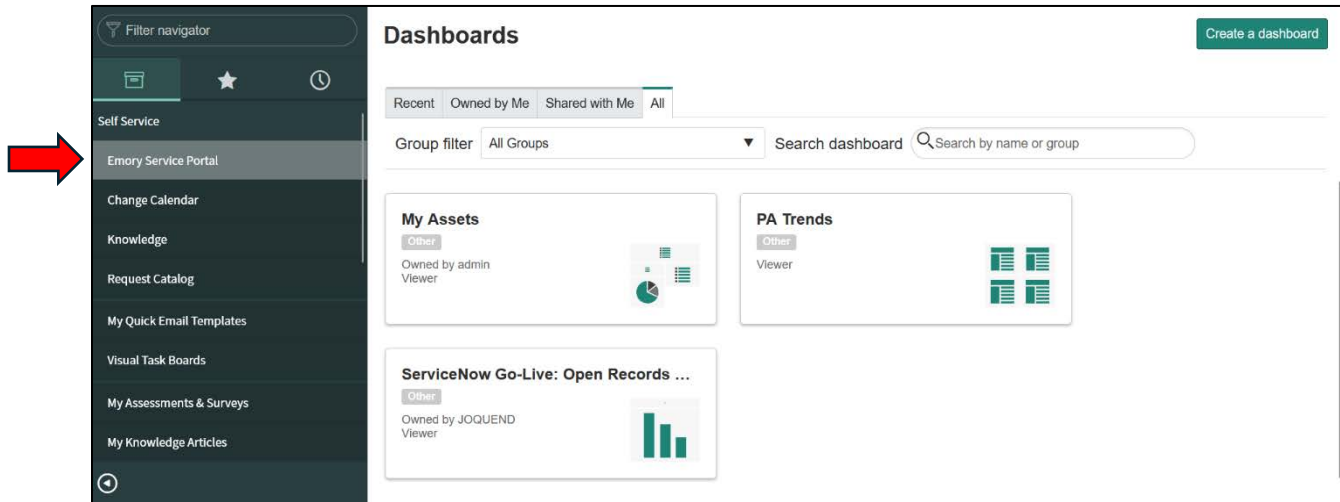
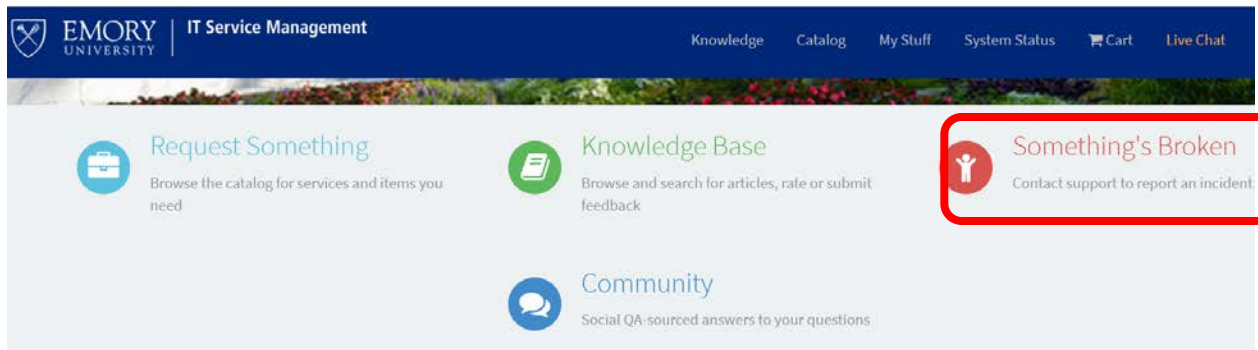


Instruction Guide on Submitting an IT Request for OnCore Issues

<https://emory.service-now.com/>

The screenshot shows the ServiceNow Dashboards interface. On the left, a navigation menu is visible with a red arrow pointing to the 'Emory Service Portal' link. The main dashboard area displays several widgets: 'My Assets' (Owned by admin, Viewer), 'PA Trends' (Owned by admin, Viewer), and 'ServiceNow Go-Live: Open Records ...' (Owned by JOQUEEND, Viewer). A 'Create a dashboard' button is located in the top right corner.



The screenshot shows the Emory IT Service Management homepage. The navigation bar includes 'EMORY UNIVERSITY | IT Service Management' and links for 'Knowledge', 'Catalog', 'My Stuff', 'System Status', 'Cart', and 'Live Chat'. Below the navigation bar, there are four main service tiles: 'Request Something' (Browse the catalog for services and items you need), 'Knowledge Base' (Browse and search for articles, rate or submit feedback), 'Something's Broken' (Contact support to report an incident), and 'Community' (Social QA-sourced answers to your questions). The 'Something's Broken' tile is highlighted with a red box.

Report an IT Incident (Something's Broken)

[Create a New Incident](#)

If you are reporting an issue that needs to be addressed by Emory Healthcare, please visit the [Emory Healthcare Portal](#).

If your issue is preventing you from accomplishing a critical task, contact the Service Desk at (404) 727-7777 or your local IT support representative immediately.

* Are you reporting an issue for Emory Healthcare?

Incident Details

* Short Description of Issue 

OnCore: PI Designee Assignment

Details of issue

Please assign my CRC [Enter Name] as the PI Designee for the following studies [Enter IRB/Study No.] in OnCore.