



OnCore Service Desk

Online JIRA Request for OnCore Support, User Access, BOS Calendar Builds, and more

Service Desk Communication

Only 1 ticket per Issue

The OnCore Central Team will communicate with you within the JIRA ticket

To reply or add additional information to ticket:

- *Reply to JIRA email

- *Open existing Service Ticket using "View Issue" button and add comment directly to ticket

User Access Requirements

Email address

Life Number

MSHS Network ID

OnCore Role Description

- *Enroll Subjects
- *Manage IRB info/ Staff / Protocol Status
- *View protocol information only

PEAK Training Certificates

- *Must upload into JIRA request
- *Required training determined by OnCore Role

Contact you OnCore Central Team for more information
ORS.OnCore@mssm.edu

Types of User Requests

Create New Account
*NEW Users without previous access

Re-Activate Account
*Previous account is inactive

De-Activate Account
*User no longer requires access

Modify Permissions or Account Info
*Request additional permission or update account information

Add Contact Record
*Add Contact info only, no User account needed