HRPO does not have the ability to edit information that exists in the system for individuals who have a BJC-NT ID. This is because the information is pulled over directly from BJC's system and is simply displayed in myIRB. BJC requires users submit requests for changes in the IS Support Portal, ServiceNow system. Below are the directions in relation to creating and submitting the request.

If you have any questions or concerns about ServiceNow or the request, you will need to contact the BJC IS Helpdesk by calling 314-362-4700.
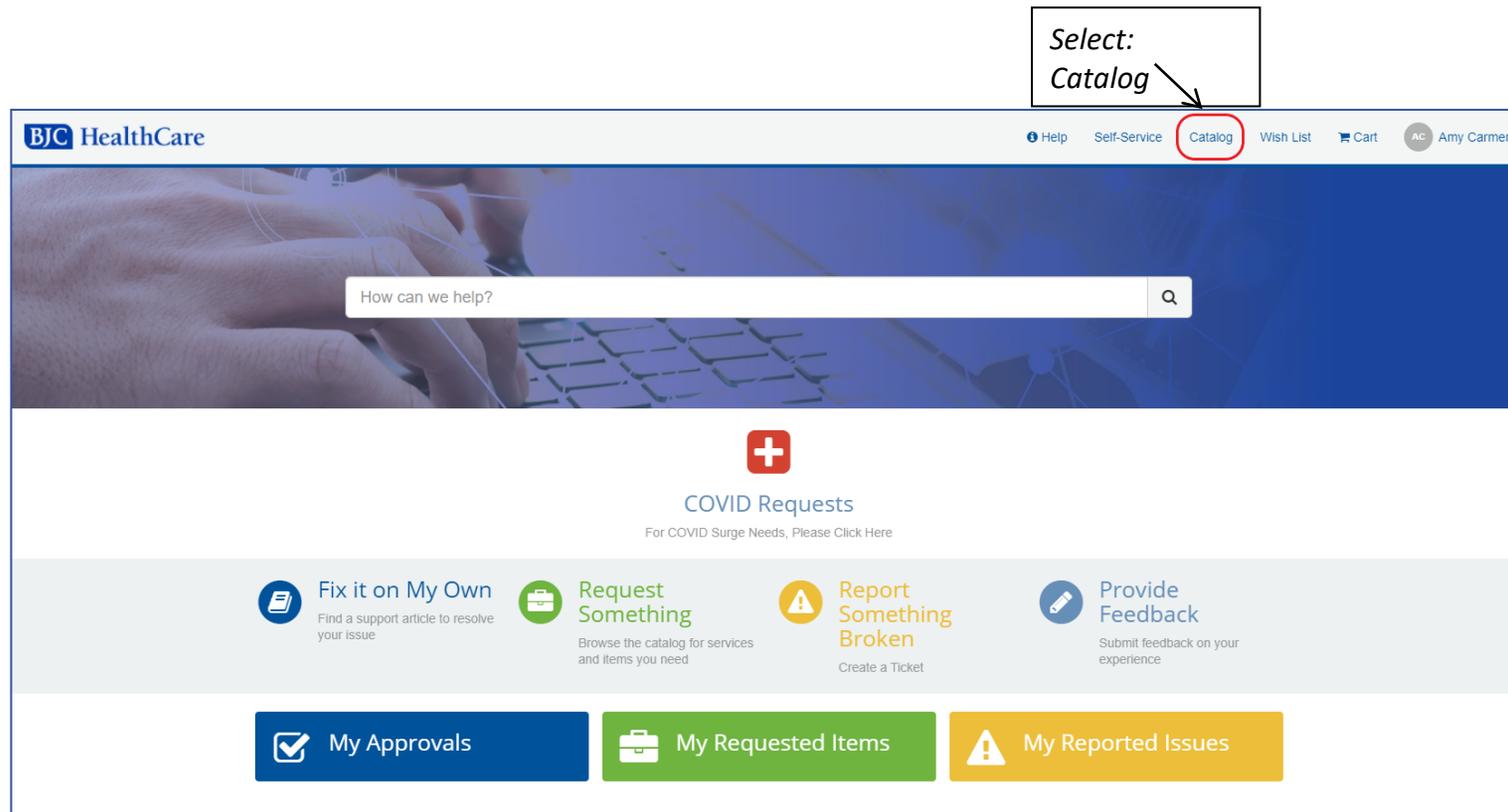
IMPORTANT NOTE:
The request will be sent to your approving manager (supervisor) to get approval <u>before</u> making any changes to your BJC account. Allow 3 days for the approval to be received. <u>After</u> the information is updated in BJC's system, it will carry over to myIRB the following morning (usually around 8:00 am).

STEP 1: Go to https://bjcprod.service-now.com

STEP 2: Login using your BJC user credentials (username and password)
    NOTE: *If you do not know your password, call the BJC IS Help Desk at 314-362-4700 for password assistance.*

STEP 3:

Select: Catalog

STEP 4: Identify whose information needs to be changed.

By default, the request is created for the person logged in.

If creating the request on behalf of someone else, begin entering their name into the search field then select them in the dropdown.

STEP 5: Select the appropriate radio button responses.

If the person was selected in the above dropdown, choose: Yes

* Order on behalf of this user ❓

ℹ Abby Turner   ✕ ▾

* Were you able to find the person needing access?
- ○ Not Applicable
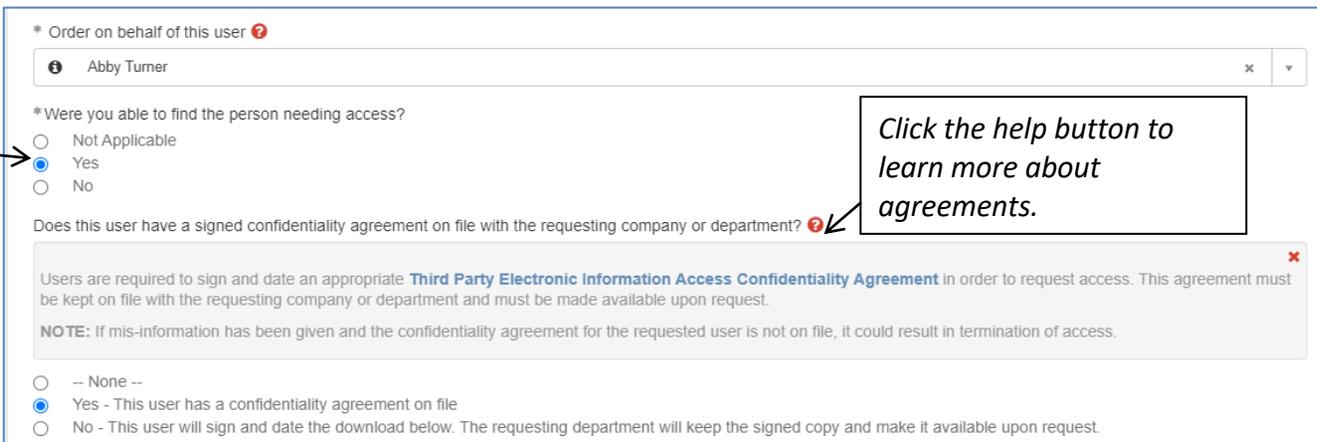- ◉ Yes
- ○ No

Click the help button to learn more about agreements.

Does this user have a signed confidentiality agreement on file with the requesting company or department? ❓

✖

Users are required to sign and date an appropriate **Third Party Electronic Information Access Confidentiality Agreement** in order to request access. This agreement must be kept on file with the requesting company or department and must be made available upon request.

NOTE: If mis-information has been given and the confidentiality agreement for the requested user is not on file, it could result in termination of access.

- ○ -- None --
- ◉ Yes - This user has a confidentiality agreement on file
- ○ No - This user will sign and date the download below. The requesting department will keep the signed copy and make it available upon request.

STEP 6: Select the request type.

When requesting changes select: Modify account information.
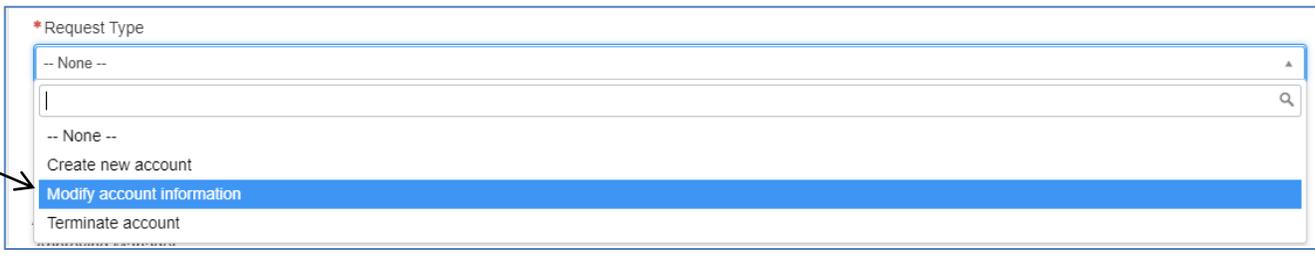
* Request Type

-- None -- ▴

| 🔍

-- None --
Create new account
Modify account information
Terminate account

STEP 7: Use the Notes/Comments field to briefly prescribe the necessary change(s).

    Examples:

- The user's email address should be changed to sampleuser@bjc.org
- Update the user's phone to 314-555-5555.
- The department needs to be corrected to Pharmacy (18001002).

STEP 8: Review and submit the request.

The approving manager is selected by default. If the person selected is incorrect, it's recommended you contact BJC's IT help desk.

Approval
Approving Manager

🛈   Jeanne Velders   ▾

☐   Use Alternate Approver

Restricted Approver

  ▾

Delivery Time: 3 Days

1 ▾   🛒 Add to Cart   **Order Now**

When ready to submit the request, click: Order Now