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 create a ticket in the IS Support Portal (ServiceNow system) for any change requests. Below are the directions in relation to creating and submitting the ticket.

If you have any questions or concerns about ServiceNow or the ticket, you will need to contact the BJC IS Helpdesk by calling 314-362-4700.

IMPORTANT NOTE:
The help desk may contact your 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).

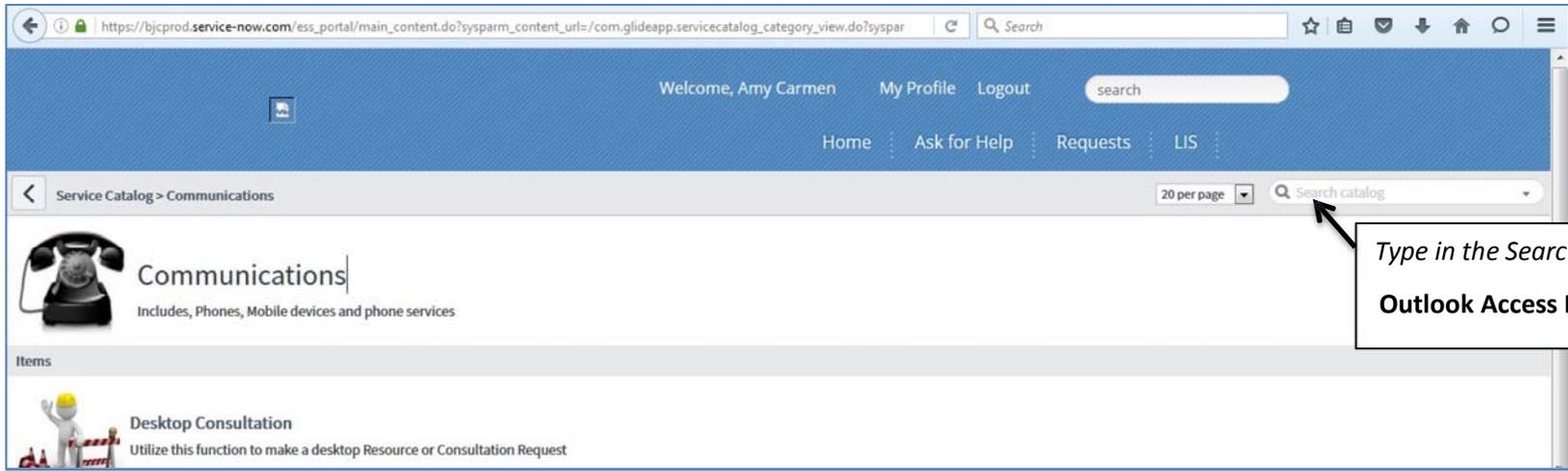STEP 1: Go to https://bjcprod.service-now.com

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.
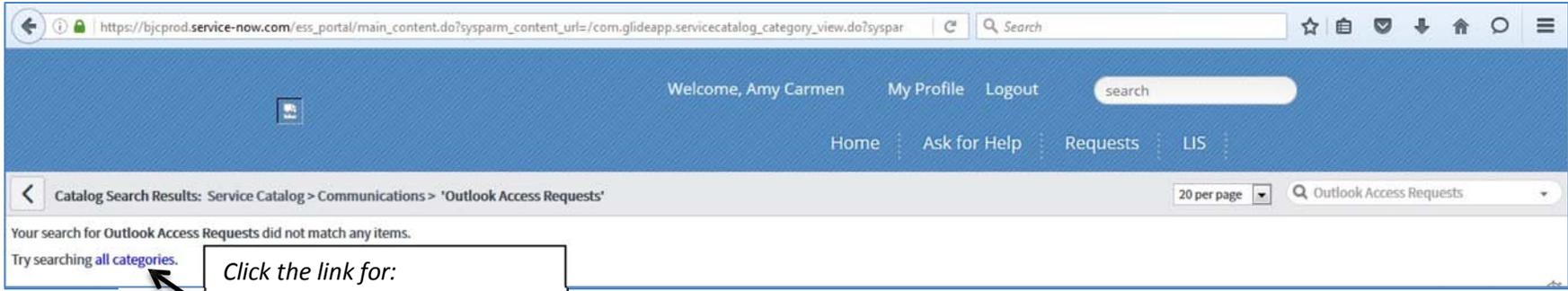
STEP 3:

Hover over "Requests" then choose:

Phone
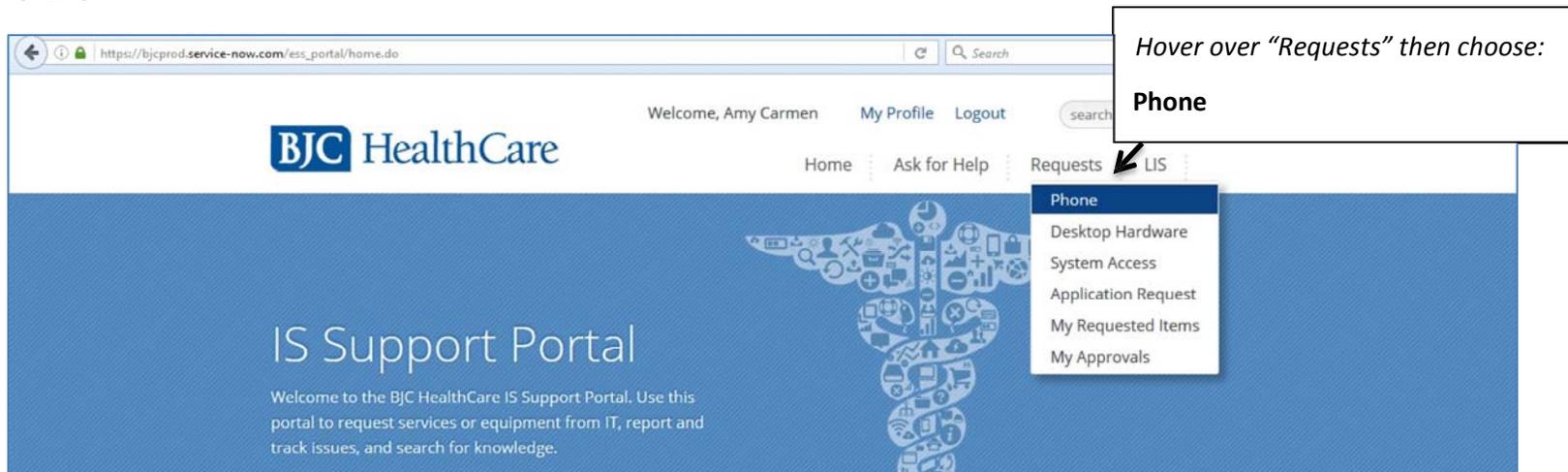
STEP 4:

Type in the Search catalog:

Outlook Access Requests

STEP 5:

Click the link for:

all categories

STEP 6:

Choose:

Outlook and Messenger Access

STEP 7: Complete the request.

Service Catalog > Accounts & Access > Outlook and Messenger Access

Outlook Mail Service, Including Full Client and Web Client (Kiosk)

Select this service to request access to the Outlook application. If the software is not already loaded on your desktop, a technician will send the software to your device remotely via a software distribution.

Order this item
Delivery time   3 Days
▸ Order Now
🛒 Add to Cart

Shopping Cart
Empty

Enter or select from the dropdown:

Your name

✳ Order on behalf of this user
▸ More information

✳ Were you able to find the person needing access?
○ Not Applicable
○ Yes
○ No

If person is selected from the above dropdown, indicate:

Yes

✳ Does this user have a signed confidentiality agreement on file with the requesting company or department?
○ -- 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.

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.
To download, click the appropriate confidentiality agreement:
• Medical Staff/WashU
• Individuals

You may need to download, print, sign and upload a confidentiality agreement if you indicate to the left that you don't already have one on file with BJC.

✳ What type access are you requesting?
○ -- None --
○ Modify Access
○ Term Access
○ New Access

Choose:

Modify Access

Which GroupWise application?
☐ Outlook Full Client
☐ Outlook Kiosk (Web Access Only)
☐ Instant Messenger Access

✳ Is the Outlook client already installed on your device?
[No]

Does your device auto-login or use a shared network account?
[Auto-login]

Asset Tag (Host Name or Property Control #)
[   ]

Fields highlighted may be disregarded.

⊟ Special instructions:

⊟ Approval
Approving Manager

Enter detailed instructions. Be as specific as possible!

State you need the Access Team to make a change to your information in the BJC Network Directory and specify the data points that need to be changed and the correct data that should be used going forward. IBe sure to include the text highlighted in yellow below.

Example:

I am requesting that the Access team update my email address in the BJC Active Network Directory (the directory where my BJC ID originated) with my current business email address: jdoe@wustl.edu. This needs to be done so my information can successfully transfer over to the myIRB system in HRPO's office. There is a Service Catalog item related to "IRB" that may provide for further information.

STEP 8: Scroll back to the top and when ready to submit the request…