

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:

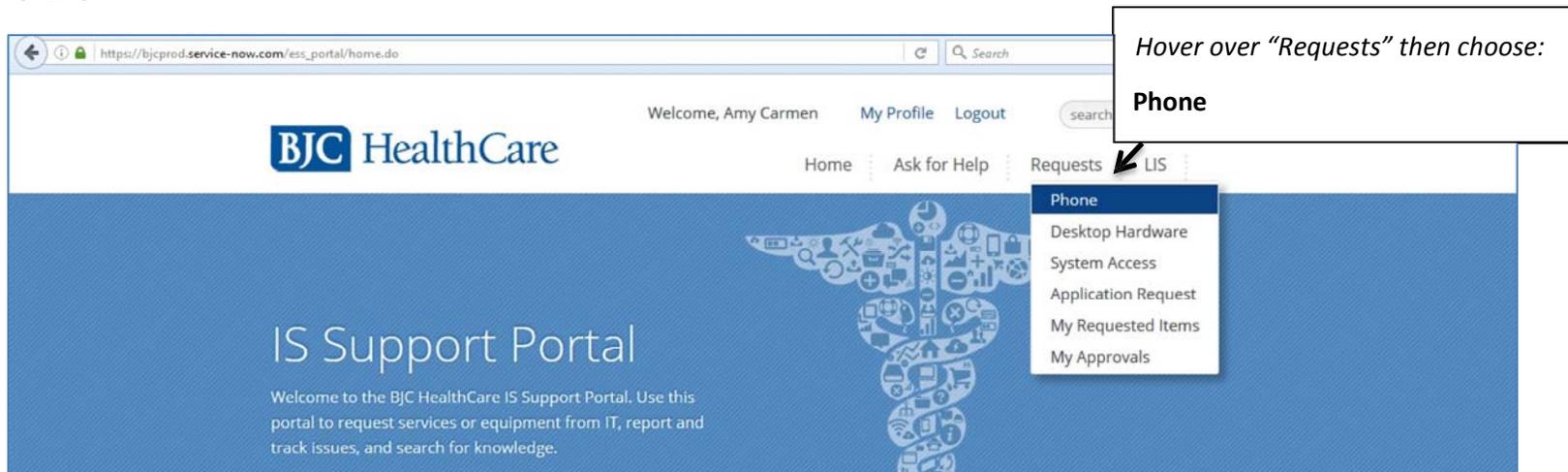
The help desk may contact your supervisor to get approval before making any changes to your BJC account. Allow 3 days for the approval to be received. **After** the information is updated in BJC's system, it will carry over to myIRB the following morning (usually around 8:00 am).

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

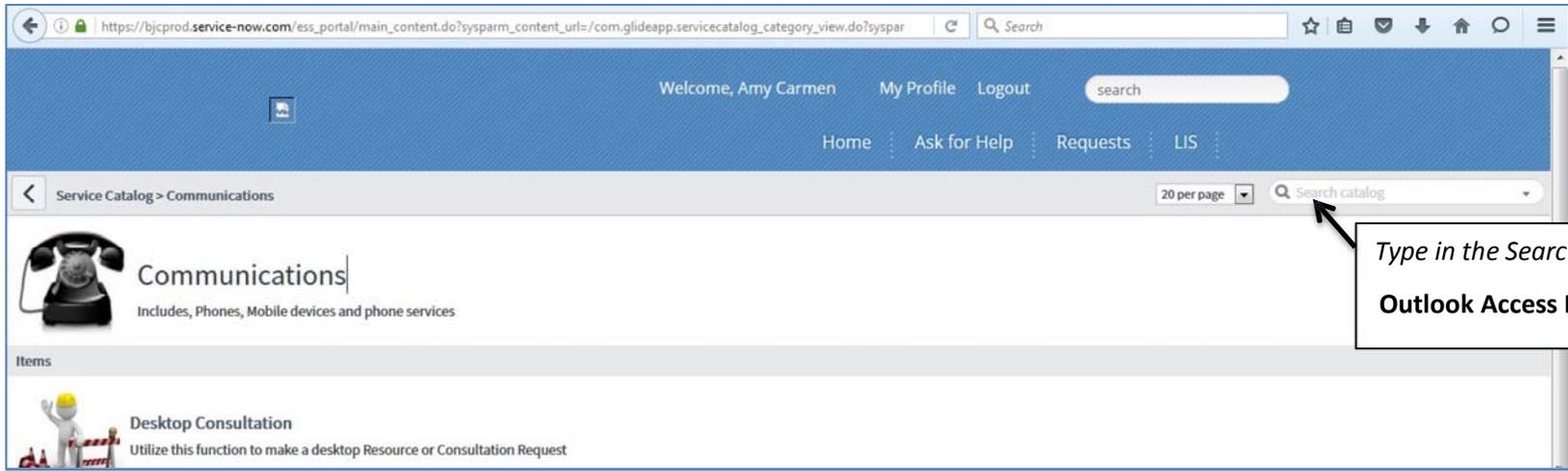
STEP 2: Login using your BJC user credentials (username and password)

NOTE: If you do not know your password, call the BJC IS Help Desk at 314-362-4700 for password assistance.

STEP 3:

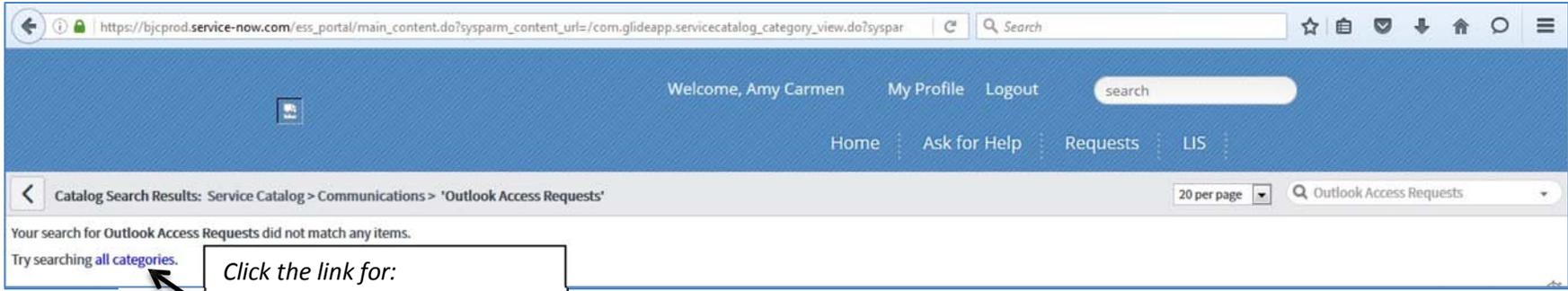


STEP 4:



Type in the Search catalog:
Outlook Access Requests

STEP 5:



Click the link for:
all categories

STEP 6:

Welcome, Amy Carmen My Profile Logout search

Home Ask for Help Requests LIS

Catalog Search Results: Service Catalog > 'Outlook Access Requests' 20 per page Outlook Access Requests

Found In
Service Catalog
Accounts & Access (3)

Outlook Shared Mailboxes, Rooms, Equipment, and Distribution List
Outlook Share Mailboxes, Rooms, Equipment, Distribution Lists
▼ preview

Select this service to request the following Outlook services:

- Shared Mailboxes - Create a Team Mailbox, Proxy Access, Etc.
- Rooms - Create a Conference Room, Proxy Access, Etc.
- Equipment - Create and Equipment Mailbox, Proxy Access, Etc.
- Distribution Lists - Create a Common Group of users for sending email

Service Catalog > Accounts & Access

Outlook Address Book Updates
Outlook Address (eBook updates)
▼ preview

Select this service to request the following Outlook services:

Choose:
Outlook and Messenger Access

Service Catalog > Accounts & Access

Outlook and Messenger Access
Outlook Mail Service, Including Full Client and Web Client (Kiosk)
▶ preview
Service Catalog > Accounts & Access

1 to 3 of 3

STEP 7: Complete the request.

Welcome, Amy Carmen My Profile Logout search

Home Ask for Help Requests LIS

Service Catalog > Accounts & Access > Outlook and Messenger Access Search catalog

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/Worship
• 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...

The screenshot shows a user interface for a service catalog. At the top, there is a navigation bar with the text "Welcome, Amy Carmen", "My Profile", and "Logout". Below this, there are links for "Home", "Ask for Help", and "Rec". A search bar is located in the top right corner. The main content area displays the service "Outlook Mail Service, Including Full Client and Web Client (Kiosk)". A callout box with the text "Choose: Order Now" points to the "Order Now" button in the right-hand sidebar. The sidebar also includes "Add to Cart", "Shopping cart Empty", and "Order this item" with a "Delivery time 3 Days" indicator.

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 on behalf of this user
More information

search

Home Ask for Help Rec

Choose:
Order Now

Search catalog

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

Shopping cart
Empty