



TicketCat User Guide

Last Revised March 19, 2024

SUBMIT A TICKET FOR ONCORE TECHNICAL SUPPORT

A. What is TicketCat?

- TicketCat is a HIPAA compliant ticketing system that designed for OnCore users to submit tickets which may contain PHI data for support issues. TicketCat is only granted to active OnCore contacts and users who have been added to the Azure Directory.

B. Target Audience

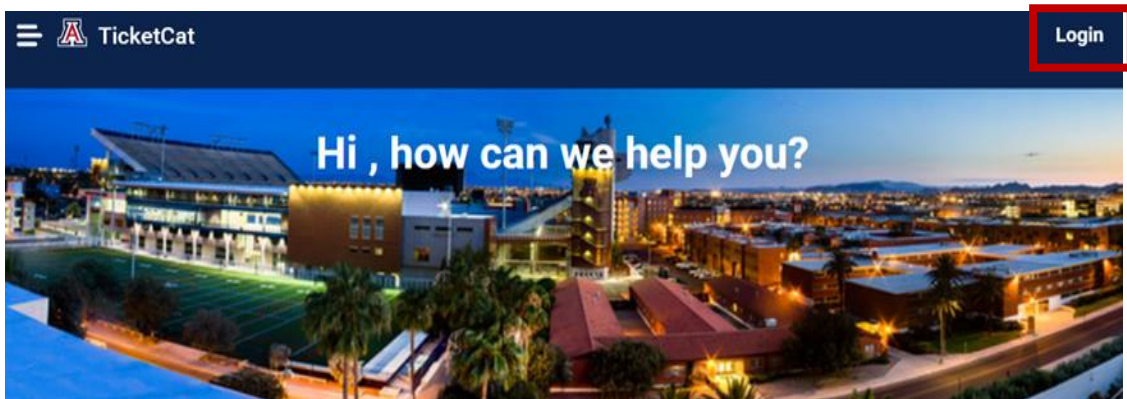
- Users of OnCore

C. How to access TicketCat

- Go to: <https://ticketcat.arizona.edu>

D. Login

- Select “**Login**” on the top right corner
- Users will need to login with their **UA NetID and Password**



- Once logged in, choose either:
 - **New Service Request:** choice of service items to submit ticket such as create users, report login issues, request data/reports, etc.



New Service Request
Raise a request for a new service.



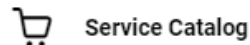
- **My Tickets:** view tickets that are in progress or have been closed out



My tickets

Check for updates on my ticket

- Users can also access these features by clicking on the menu lines on the top left of the screen, then select **“Tickets”** or **“Service Catalog”**



E. Service Catalog

- From the Service Catalog, under **“All Service Items”** choose **“OnCore”**, select the appropriate request

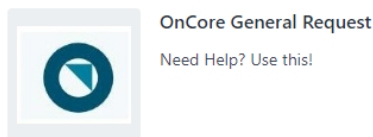
The screenshot shows the Service Catalog interface. At the top, there is a breadcrumb trail: Home > Service Catalog. Below this is the 'Service Catalog' header with a shopping cart icon and the text 'Browse the list of services offered and raise a request'. On the left side, there is a sidebar menu with the following items: 'All Service Items', 'OnCore' (highlighted with a red box), 'eReg', 'Data Services', 'Education Data warehouse', 'COMT Reports and Dashboards', and 'TicketCat'. The main content area is titled 'ONCORE' and displays a grid of service items. Each item consists of an icon and a text description. The items are: 'OnCore CTRP Batch Up... CTRP Batch Upload', 'OnCore Data/Report R... Data/Report Request', 'OnCore Deactivate Us... Deactivate a user in OnCore. Please att...', 'OnCore Delete Subjec... Delete Subject', 'OnCore General Reque... Need Help? Use this!', 'OnCore Login Issues OnCore Login Issues', 'OnCore Merge Subject Merge Subject', 'OnCore New Sponsor Add a New Sponsor', 'OnCore New User Create a new user in OnCore. Please att...', 'OnCore Report Reques... Data Request', 'OnCore Summary Accru... OnCore Summary Accrual File Upload', 'OnCore Update User ... Update a current user role. A new CDA I...', 'OnCore Upgrades/Main... OnCore Changes', and 'OnCore User Reactiva... Reactivation of a user in OnCore. Please...'. The 'OnCore' menu item in the sidebar is highlighted with a red box.



- Complete the selected request form
- While filling out the form, a dialog box will pop up on the right side, and the Requester's email will automatically appear

The screenshot shows a portion of the request form. The 'Requester' field contains 'Jo Jo Lin <rabbit099@arizona.edu>' and is annotated with a callout: 'The person logged in email address will appear here automatically'. To the right is an 'Add Cc' button, annotated with: 'Click here to copy someone on the ticket'. Below is a checkbox labeled 'Request for someone else' which is checked, annotated with: 'Check the box if you are requesting for someone else'. A search box labeled 'Request for' is also visible.

- If you are requesting a ticket for someone else, you **will not** receive a copy of the ticket unless you add yourself to the “**Add CC**” section
 - When adding a user to “Add CC”, they must be a **registered user of TicketCat**
- After completing the form, select “**Place Request**” to submit a ticket



Need help with something? Just let us know the issue and we can help. From protocol management to subject management to financials, etc.

[View Less](#)

The full screenshot shows the request form with the following fields: 'Requester' (Jo Jo Lin <rabbit099@arizona.edu>), 'Add Cc' button, 'Request for someone else' (unchecked), 'Task' (Enter a short Description of Issue (like a nickname)), 'Category' (Select), 'Protocol Number' (Enter protocol number), 'Subject MRN or Sequence Number' (Enter Subject MRN or Sequence Number), and 'Detail' (Provide full detail (PHI is permissible) including in attachments). At the bottom right are 'Cancel' and 'Place request' buttons, with 'Place request' highlighted in red.



F. Submitted Tickets

- Upon submission of the ticket, the Requester will be taken to the submitted ticket to view/review
 - Additional people can be added to the ticket by selecting “**Add People**” and enter the email address then select “**OK**”
 - Additional information can be added to the ticket by entering in the “**Your Reply**” description box and selecting “**Send**”
 - **The Requester will be the only person able to view the ticket.** Everyone else will view only the conversations related to the ticket. The only way to view the ticket is to click on the link in the email confirmation.

Tickets > #SR- Reply Mark ticket as closed Add people

testing 3:
Created on Sat, Oct 1 2022 4:22 PM - via Portal
Being Processed Since a few seconds ago

L [User] reported a few seconds ago

General Request Stage: Requested

Description:
Need Help? Use this!

Read more

Task
Detail:

AGENT WORKING ON THIS TICKET
No Agent

TICKET FIELDS

Ticket Status
Being Processed

Tech Assigned:
...

Update

L Your Reply

B i U [List] [List] [List] [List] [List] [List] [List]

[List] [List] [List] [List]

enter message here

Attach a file (File size < 40 MB)

Send



G. Summary Accrual File Upload

- Monthly Reminders will be sent out by COM IT by the first Monday of each month with a link to the [Uploading Template](#) (**MUST follow the template to provide accrual data**)
- Reminder emails will be sent per summary accrual protocol, to the listed Primary Clinical Research Coordinator, Primary IRB Coordinator, Accrual Data Contact, and Principal Investigator on the protocol
- The Protocol Clinical Team will complete the template and one person will upload via TicketCat for HIPAA compliance ([OnCore Summary Accrual File Upload Request](#))
- **Data should be cumulative each time**, which allows for any corrections from the previous data file such as incorrect data



OnCore Summary Accrual File Upload

OnCore Summary Accrual File Upload

[Read more](#)

Protocol No *

Also known as IRB#

- No Accruals to Report
- Only 1-2 uploads expected per year

• If your accrual data is in another format (e.g., sponsor-provided accrual reports), please attach the file in this ticket and we will assist in converting it for OnCore.

- Your file name has to be in the format:
UANETID_STUDYNUMBER_PILASTNAME_DATE.XLSX
EXAMPLE:
johnapple1_STUDY0000123_smith_09012023

Make sure your file name is saved in this format

Helpful links:

[Summary Accrual Info Page](#)

[Summary Accrual Template](#)

[Attach a file](#) (File size < 40 MB)

[Place Request](#)



H. Ticket Confirmation

- Once the ticket has been submitted, the Requester will receive an acknowledgement email, which will include a hyperlink to the ticket
- Requester's can make updates or provide additional information by using the hyperlink or logging back into the system and accessing through the main menu



COM TicketCat NoReply

[Redacted]

Dear [Redacted]

We would like to acknowledge that we have received your request and a ticket has been created. A support representative will be reviewing your request and will send you a personal response.

Please do not reply to this email as it is an auto-generated email.

To view the status of the ticket or add comments, please visit

<https://ticketcat.arizona.edu/helpdesk/tickets/1611>

Thank you for your patience.

Sincerely,

TicketCat Team

Manage your requests on our [iOS](#) and [Android](#) app.

- **Please DO NOT reply to the email, all replies and any additional information should be provided directly within the ticket**
- Any replies sent to this email will receive the following email notification



COM TicketCat NoReply

[Redacted]




Tue 03/19/2024 1:13 PM

This email inbox is not monitored. Please log into TicketCAT (<https://ticketcat.arizona.edu>) to reply to your ticket or to create a new one.

Thank you!



- Once the TicketCat Team has replied to the ticket, an email notification will be sent to the Requester

 COM TicketCat NoReply
[Redacted]

Dear [Redacted]

Jo Jo Lin added a note.

There is a new comment on your ticket.


Please do not reply to this email as it is an auto-generated email.

You can view your ticket by visiting <https://ticketcat.arizona.edu/helpdesk/tickets/1449>

Sincerely,
TicketCat Team

- A Copied (CC) Persons View
 - A person included in the "CC" field will receive a similar email, with the subject indicating that they have been CC'd on a ticket
 - For a user CC'd on the ticket, the only method of accessing this ticket is through the link included in the email confirmation

Added as CC - [#SR-1611] OnCore Issue: [Redacted]

 COM TicketCat NoReply
[Redacted]

Hi,

[Redacted] submitted a new ticket to TicketCat and requested that we copy you.

Please do not reply to this email as it is an auto-generated email.

To view the status of the ticket or add comments, please visit
<https://ticketcat.arizona.edu/public/tickets/4065d171f44e0e5ba1062540557651d373997d079f5b507aa1bb5c66f3976d07>

Sincerely,
TicketCat Team

- Only the requester has visibility of the original ticket, the information within the ticket is made accessible to the CC'd user via the provided link. Please refer to the image below for a visual representation



Conversation

S *System on Sat, Oct 1 4:41 PM*

Requester
Requester Name:
Requester Email:
Requester ID: 20001239731

Requested For (not copied on initial ticket)
Requested For Name:
Requested For Email:
Requested For ID: 20001239731

Ticket URL
Portal specific ticket URL: <https://ticketcat.arizona.edu/support/tickets/>

Service Request
All fields:

Item Name :	General Request
Category :	
Quantity :	1
Task :	testing
Detail :	test

- To reply to the ticket as a “CC” user, click on the “Add Note” button

#252 **testing**

L Reported by
Created on Sat, Oct 1 4:41 PM

Add Note